



Reporting incidences – Group

Steps to Making a Complaint / Achieving Resolution

- Speak to the person causing the problem and inform them of the behaviour, decision or action that the complaint or grievance refers to. Discuss possible solutions
- Speak to a Committee Member for advice on possible solutions and/or intervention
- Make a formal complaint in writing to the Committee

Seeking Resolution

Where issues cannot be resolved informally, a complaints process will be adopted based on the principles of open discussion, confidentiality, fairness and respect, and timeliness.

Formal Complaint Procedure

A person who chooses to make their grievance or complaint formal must do so in writing to the Committee.

- Once a formal complaint is received it will be referred to the Chair/Co-Chair (unless the complaint directly concerns the Chair/Co-Chair) for discussion and recording
- Contact will be made with the complainant within 2 days of the receipt of the complaint
- If another party is involved, they will be fully informed of the full details of what is being said and a meeting will be established between the parties with a selected mediator
- If the grievance is substantiated and unresolved the matter will be referred to the next Committee Meeting or if deemed more urgent, a Special Meeting will be called. This may also involve the parties concerned
- The complainant and respondent will be informed of a decision in writing

Reporting incidences – Club

We all have a part to play when it comes to ending discrimination in football. One way is as a Blade you can sign up to Rainbow Blades and promote inclusion in your communities, with friends and family and at Bramall Lane. Another very important way is to report. No one wants to see or hear discrimination, or a hate crime happen at Bramall Lane. We are all better than that. So, help us make a difference & Take a Stand against such behaviour by reporting it to either Kick it Out or directly to the club. Below are ways you can do this.

Club

Report directly to a matchday steward.

This is the preferred option as it can be dealt with swiftly and followed up after.

Report via our internal Customer Care and Complaints Procedure which can be found on the website here:

<https://www.sufc.co.uk/club/policies/complaints-procedure>

Please can you provide as much information as possible to enable the Club to investigate further, in line with our internal procedures e.g.) Stand it happens in, which row, seat number and discrimination of the act.

View the clubs <https://www.sufc.co.uk/club/policies/suspension-and-banning-policy>



Report via Kick it Out

Online

<https://www.kickitout.org/forms/online-reporting-form>

or

APP

You can report an incident of discrimination via the Kick It Out app which can be used on iPhone and Android devices. The app provides users with the ability to attach video, photo and audio evidence to complaints to help support investigations into discriminatory abuse and behaviour across football.

The award-winning app also allows complainants to shield their identifying information from professional clubs across the English Football League, Premier League, Women's Super League and the football authorities by clicking the 'remain anonymous' button contained within the reporting form.

Steps have been taken to ensure that reporting grassroots and non-league incidents is simple and user-friendly. Selecting grassroots and non-league comes at the very top of the reporting form and there are only a few entry fields, making complaints clearer and more concise.

Download the product from the Apple Store or Google Play.

FREEPHONE

You can report an incident of discrimination by calling 0800 169 9414 and speaking directly to a Kick It Out staff member.

SOCIAL MEDIA

You can report an incident of discrimination by contacting Kick It Out directly on Twitter, @kickitout, or by contacting the organisation's Reporting Officers on @kickitoutreport.

When reporting an incident of social media discrimination, screenshots or links to the offending posts are recommended in order to assist Kick It Out in taking up the issue with the relevant social media platform or authority.

EMAIL

You can also contact Kick It Out's Reporting Officers to report an incident of discrimination by emailing report@kickitout.org.

Kick it Out will report all incidences directly with the club in question.