

VERWOOD TOWN FOOTBALL CLUB

Code of Conduct: Parents, Carers & Spectators

How we ask everyone on the touchline to behave at Verwood Town FC

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Review due	Annually, or following any significant incident or change in FA guidance
Policy owner	Club Welfare Officer / Club Secretary (as applicable)

1. PURPOSE

Verwood Town Football Club is run entirely by volunteers and exists for the benefit of every player in it. The environment on the touchline has a direct impact on how much our players enjoy their football — positive, encouraging support makes a real difference. This Code of Conduct sets out what we ask of every parent, carer and spectator at our matches, training sessions and events.

We know that watching your child or a player you care about can be emotional. We are not asking anyone to sit in silence. We are asking everyone to make VTFC a place where players of all ages feel safe, supported and proud to play.

2. SCOPE — WHEN THIS CODE APPLIES

This Code applies to all parents, carers and spectators at Verwood Town FC activities, including:

- All matches — league, cup, friendly and tournament, home and away
- All training sessions
- Club events and social activities
- Online — including social media, group chats and club messaging channels

The Code may also apply to conduct outside formal club activities where such behaviour could reasonably be considered to bring the club, its players or volunteers into disrepute.

3. WHAT WE ASK OF YOU

As a parent, carer or spectator at Verwood Town FC, we ask you to:

- Remain outside the field of play in the designated spectator area at all times
- Avoid standing behind the goals as this can be distracting for players
- Not engage in or tolerate offensive, insulting or abusive language or behaviour toward anyone
- Always respect the decisions of match officials — they are often volunteers too
- Applaud effort and good play from both teams
- Let coaches and managers do their job — do not shout instructions to players or contradict coaches
- Never criticise a player for making a mistake — mistakes are how players learn
- Encourage players to respect the opposition and officials
- Respect the time and commitment of all coaches, managers and club volunteers
- Behave appropriately online — do not post negative content about the club, players, officials or other clubs
- **Report welfare concerns:** if you see or hear anything that worries you about a player's safety or wellbeing, please report it immediately to the manager, the Club Welfare Officer or any committee member

4. SOCIAL MEDIA AND ONLINE CONDUCT

Many of our teams have WhatsApp groups and social media pages. As a member of those channels you are asked to:

- Use them only for their intended purpose — team communications and club information
- Not share results or scores from matches involving U11 players and below
- Not post photographs or video of other people's children without explicit consent
- Not use club channels to air personal grievances or disputes
- Not engage in or tolerate online bullying or harassment

See the club's Social Media Policy for full guidance.

5. SAFEGUARDING

If you have a concern about any player's safety or welfare, do not wait — report it immediately.

Speak to the Club Welfare Officer, your child's manager, or any committee member. If you believe a child is at immediate risk of harm, call the Police on 999.

6. AUTHORITY OF THE CLUB

The club committee has authority over the conduct of all members at club activities. Any direction given by a manager, coach or committee member during a match or training session should be respected. Where you disagree with a club decision, raise it constructively and privately through the appropriate channels — not on the touchline or social media.

7. IF THIS CODE IS NOT FOLLOWED

Where this Code is not followed, the club may take one or more of the following actions:

- Issue a verbal warning
- Require a meeting with the club, league or County FA Welfare Officer
- Require a meeting with the club committee
- Require completion of an FA education course
- Ask the individual to leave the match venue
- Request the individual does not attend future matches
- Suspend or remove club membership

Important: *In the most serious cases, the committee may ask a member to leave the club. Where this affects a parent or carer of a current player, any decision that could impact the player's participation will be made with the player's welfare as the primary consideration and will be reviewed by the full committee before being enacted.*

Key Contacts	
Club Welfare Officer	Clare Nixson – welfare@vtyfc.co.uk / 07758 246452
Club Secretary	youth_secretary@vtyfc.co.uk
Club Chairperson	youth_chairman@vtyfc.co.uk
Emergency services	999
NSPCC (24/7)	0808 800 5000