Preston Athletic Football Club

Customer Charter

INTRODUCTION

Preston Athletic FC is an integral part of the community in Prestonpans and the wider area within East Lothian. The Club recognises the importance of supporters and other stakeholders in the growth and maintenance of the club. This document defines how supporters and other 'customers' engage with the club and the club's responsibilities to them.

Communication

Preston Athletic undertakes to keep its supporters informed regarding activities at the club. Specifically, the club will provide information through its website – www.prestonathleticfc.org.uk - Facebook ® and Twitter ® accounts.

The Committee meets monthly. Any supporter or customer is welcome to raise an issue for discussion by contacting the Club Secretary (prestonathletic1945@gmail.com)

The fixture list is published on the club website. The club will make every effort to keep supporters informed of any changes through the website and social media including the club's Facebook ® and Twitter ® accounts.

Participation

The club is always happy to engage with anyone who wishes to contribute in any way. Participation should not be limited by any form of disability and there is a wide range of activities on match days and 'behind the scenes' to allow involvement and participation in our activities. Volunteers should contact the club secretary.

MERCHANDISING

Ticket Pricing

Ticket prices will be set to allow attendance to as wide a group of supporters as possible. Season tickets will be available at substantial discounts compared with the price of paying for each match as a means of recognising the importance of regular attendees.

Children Attend Free

The club is keen to encourage children and young people to become involved with the club either through playing with our associated Youth Clubs or by attending matches. Children aged 16 years and under will be admitted free if accompanied by a paying adult.

Preston Athletic intends to make attendance at matches as safe and comfortable as possible. The Code of Conduct sets out the Club's expectations of behaviour from supporters, match officials, players and club officials.

OUR AIMS AND OBJECTIVES

Preston Athletic FC

- Will strive to provide value for money in all areas of its business
- Will seek to achieve the highest level of service
- Will treat all customers with respect and courtesy

Complaints and/or Comments

Any complaints or comments should be submitted in writing by email to the Club Secretary prestonathletic1945@gmail.com . These will be acknowledged in writing within 3 working days of date of receipt and the Club will endeavour to provide a full written response within 10 working days.

DOCUMENT CONTROL

Last Review Date (To be reviewed and published annually).

Review Date: 1 September 2025

Mandatory Review Date (To be reviewed and published annually).

Review Date: 1 September 2026

Reviewed with additions of Our Aims and Objectives and Complaints and/or Comments by Lesley Birrell, Club Secretary