

PANTHERA FC

Parent and Carer Guide

*This guide has been created for our parents
and carers*

Contents

1. Parents and carers code of conduct
2. Anti-discrimination Policy
3. Safeguarding Statement
4. Complaints Policy
5. Data Protection Statement
6. Photography and Filming Policy
7. Covid-19 Policy

1. Parents and carers code of conduct

A parents, carers and spectator's expectations and attitudes have a significant bearing on a child's attitude towards:

- Other players
- Officials
- Managers
- Spectators.

Panthera FC will ensure that parents, carers and spectators within our club are always positive and encouraging towards all of the children - not just their own - and will encourage parents/carers/spectators to:

- Applaud the opposition as well as their own team
- Avoid coaching the child during the game
- Not to shout and scream
- Respect the referee's decision
- Give attention to each of the children involved in football not just the most talented
- Give encouragement to everyone to participate in football.
- Stay behind the respect lines if they are in place
- Adhere to the FA respect initiative.

Parents and spectators should also be aware:

- It is important that parents and carers or those looking after children, arrive on time and drop off and pick up the children from their coaches.
- Parents and carers or those looking after children must stay for the duration of a training session or match.
- All parents and carers are responsible for escorting children to and from the toilet facilities during training and matches.



2. Anti-discrimination Policy

Panthera FC is committed to eliminating all instance of discriminatory behaviour under any of the protected characteristics, whether by age, disability, gender reassignment, marital or civil partnership status, pregnancy, race, religion or belief, sex or sexual orientation.

Panthera FC is an equal opportunities employer. Our activities will in no way discriminate against any individual. This includes, advertisement of jobs, working environment, pay and employment terms, selection for teams, training and development and appointments to honorary positions.

No activities with Panthera FC will discriminate against any person on grounds of age, disability, gender reassignment, marital or civil partnership status, pregnancy, race, religion or belief, sex or sexual orientation.

Panthera FC will not tolerate any form of harassment whether that be on grounds of age, disability, gender reassignment, marital or civil partnership status, pregnancy, race, religion or belief, sex or sexual orientation, and will work to ensure that such behaviour is met with appropriate action which may include removal from the club.

Panthera FC will support the English Football League and The Football Association in its commitment to develop a programme of on-going training and awareness-raising events and activities in order to promote the eradication of discrimination.

3. Safeguarding statement

Panthera FC takes its commitment to safeguarding very seriously and has a dedicated Safeguarding Officer Arsenio Lima, who can be contacted at admin@pantherafc.com or via mobile 07444 793 539. All staff who work with young people and/or vulnerable adults hold a valid enhanced DBS certificate.

It is the responsibility of everyone to understand their role in safeguarding children and we encourage everyone to read guidance set out by the FA and can be found on the link below.

<https://www.thefa.com/football-rules-governance/safeguarding/introduction-to-safeguarding-children>

Panthera FC policy on Safeguarding can be found on our website.



4. Complaints Policy

Panthera FC recognises the importance of maintaining an excellent approach to customer service. We will strive to always maintain exceptional standards and value our customers.

Panthera FC will endeavour to respond to any contact from a customer within 7 days from receipt of the initial communication. We believe in a simple and customer friendly approach in dealing with all enquiries. Panthera FC responds by telephone, email or letter.

All staff employed by Panthera FC will be committed to constant development to improve productivity, quality and customer satisfaction. Please give our team the chance to resolve any issues informally by asking to speak with them in private.

If this cannot be resolved, then please send an email to Arsenio Lima at admin@pantherafc.com.

5. Data Protection Statement

Panthera FC ensures that any personal data provided to the Club will not be shared with any third parties without individuals consent, in line with General Data Protection Regulations (GDPR - 26th May 2018). Further details of Panthera FC policies regarding data can be found on our website.

6. Photography and Filming Policy

Panthera FC promotes guidance set out in the FA guidance notes on Photographing and filming children <https://www.thefa.com/-/media/thefacom-new/files/rules-and-regulations/safeguarding/section-8/8-3-photographing-and-filming-children-colour-version.ashx>

Guidance states

DO:

Share The FA's guidance on taking photos and filming with everyone who becomes a club member (officials, parents/carers);

Ensure the club has written parental consent to use a player's photo and/or film footage in the public domain e.g. on the club website, Facebook page or in a newspaper article.
This is essential in relation to point 3 below;

Ensure that any child in your club who is under care proceedings where there are legal restrictions, is protected by ensuring their image is not placed in the public domain.

Ensure all those featured are appropriately dressed (a minimum of vest or shirt and shorts);

5. Aim to take pictures which represent the broad range of youngsters participating safely in football e.g. boys and girls, disabled people, ethnic minority communities;

6. Advise parents/carers and spectators that there can be negative consequences to sharing photos or film footage linked to information about their own or other people's children on social media (Facebook, Twitter) – and that care should be taken about 'tagging';

DON'T:

1. Publish photographs with the full name(s) of the individual(s) featured unless you have written consent to do so and you have informed the parents/ carers as to how the photo will be used;


2. Use player profiles with pictures and detailed personal information online;

3. Use an image for something other than that which it was initially agreed, e.g. published in local press when initially produced for a clubhouse commemorative picture;

4. Allow photos or film footage to be recorded in changing rooms, showers or toilets – this includes the use of mobile phones that record images;

5. Include any advertising relating to alcohol or gambling in photographs or film footage of children.

If you are concerned about the inappropriate use of photos of film footage please report this to your County FA Designated Safeguarding Officer or to The FA Safeguarding Team via [Safeguarding@ TheFA.com](mailto:Safeguarding@TheFA.com).



7. Covid-19 Policy

Panthera FC seeks to ensure it adheres to government guidance in relation to Covid-19.

Staff, players, volunteers, supporters and customers are required to adhere to this guidance at all times and should not attend venues if they are displaying symptoms of COVID-19 and/or any other variants or are isolating, self-isolating or quarantining.



Created: 08/02/2022