



IOF Mavericks FC

Parents' Charter

1. Club Fees and Subscriptions

- All membership fees and subscriptions must be paid in full and on time.
- If payments are not up to date, the player will not be eligible to train or play in matches until all monies owed have been received by the club.
- This ensures fairness across all players and helps the club to operate sustainably.

2. Medical Conditions and Player Welfare

- Any player with a medical condition or diagnosis must inform the club **in writing** of the full extent of the condition.
- Full disclosure is essential so that the club can provide the correct support and ensure the player's safety, wellbeing, and full enjoyment of football.
- The club will only be able to support a player to the best of its ability with complete and accurate information from parents/carers.

3. Behaviour and Respect (Parents/Carers)

- Always encourage your child and their teammates in a positive manner.
- Never engage in abusive, threatening, or discriminatory behaviour towards players, officials, coaches, opposition, or other spectators.
- Respect the referee's decisions at all times.
- Refrain from coaching your child or other players during training sessions and matches.
- Support the club's safeguarding, welfare, and equality policies.
- Players and Parents/Guardians must show good attitude and respect to coaches and support staff at all times, poor behaviour will not be tolerated and appropriate action taken to create a safe and friendly environment for all.

4. Behaviour and Respect (Players)

- Play fairly and respect the rules of the game.
- Respect coaches, referees, teammates, and opponents.
- Accept decisions without argument.
- Demonstrate good sportsmanship at all times, win or lose.
- Uphold the values of the club both on and off the pitch.

5. Safeguarding and Welfare

- The welfare and safety of children is the club's highest priority.
- Parents and players must follow the club's safeguarding procedures and report any concerns immediately to the Club Welfare Officer. **Deb Bennett by phone (+0044) 07713 478246 or email deb.bennett@me.com** can be contacted out of hours on these details, who will then call you back as soon as possible or practically, and within 24 hours

6. Communication Policy

- **Official Communication Channels:**
All official team communications will take place via the existing WhatsApp team groups until the new **360 Player App** is launched and fully operational. Once the 360 Player App is live, all communication will move to that platform. At that point, IOF staff will close and remove all members from the current WhatsApp groups.
- **Unofficial Parent Groups:**
Any WhatsApp or social media groups created and managed by parents are **not monitored or endorsed** by IOF Mavericks FC. Therefore, IOF cannot be held responsible for any discussions, messages, or actions that take place on those platforms.
- **Code of Conduct and Responsible Communication:**
We ask all parents and guardians to communicate respectfully and remember that online messages can directly or indirectly affect players, staff, and other parents. Any inappropriate communication that comes to the club's attention — whether on official or unofficial platforms — will be reviewed under the **Parents' Charter and Code of Conduct** and may result in further action by the club if necessary.

7. Breaches of the Charter

- Failure to comply with this charter may result in warnings, temporary suspension, or removal from the club.
- The club reserves the right to take disciplinary action to protect its values and ensure a safe, respectful environment for all.

8. Match Day and Training

- Parents have to stand behind the respect barrier or fence at all times and cannot come across to the coaches' side of the pitches unless in structured too by the club coaches, as per FA guidelines.
- Failure to comply with this charter may result in warnings, temporary suspension, or removal from the club.
- The club reserves the right to take disciplinary action to protect its values and ensure a safe, respectful environment for all.

9. The 24-Hour Rule

- - Following a match day, we ask all parents and guardians to observe a **24-hour cooling-off period** before contacting coaches to raise concerns or grievances.
- - The only exceptions to this rule are **immediate or emergency issues**, such as safeguarding concerns, which must be reported without delay.
- - We recognise that football can be emotional, and this rule helps ensure that discussions with coaches are calm, constructive, and focused on the best interests of the players.

10. Open Hours

- - Staff can be contacted between the following hours:
 - • Monday, Wednesday, Friday: 10am – 6pm
 - • Tuesday: 12 noon – 8pm
 - • Saturday (match days): 8am – 1pm
 - • Sunday: Closed
- - The only exceptions are **emergencies or safeguarding issues**, which must be reported immediately.
- - Any non-urgent messages received over the weekend will be answered on Monday or at the earliest convenience due to staff availability.

Agreement

By registering a player with IOF Mavericks FC, parents/carers and players agree to follow this charter at all times.