

TWEEDMOUTH RANGERS FOOTBALL CLUB

DISABLED POLICY IN CONJUNCTION WITH EQUALITY Act 2010

Introduction

Tweedmouth Rangers Football Club is committed to ensuring that its supporters and customers who are disabled have as full access as is reasonably possible to all goods, services, and facilities provided or offered to the public by the Club. This general policy extends to the Club's administrative base and venue for its matches.

Customer Care

- The following policies and procedures shall apply:-
 - ⊖ The Club, its staff, and stewards, shall not discriminate between people irrespective of their disability
 - The Club's administrative staff, other "front-of-house" personnel, and stewards shall be instructed to observe the provisions of the EQUALITY ACT 2010, or any other relevant legislation.
 - The Club's administrative staff, other "front-of-house" personnel, and stewards are required to treat supporters and customers who are disabled with all due patience, politeness, courtesy, and practical assistance at all times.
 - The Club guarantees that it shall deal promptly with any grievances relating to the provisions of the EQUALITY ACT 2010.
 - The Club's administrative staff, other "front-of-house" personnel, and stewards shall be advised of the fact that any incidents of discrimination under the provisions of the EQUALITY ACT 2010 are serious matters, which could lead to appropriate disciplinary action being initiated.

Should you require any further information, or assistance please do not hesitate to contact us on Initial contact via club@berwickrangers.com to be forwarded to Tweedmouth Rangers via Ross Aitchison