



HOW TO REPORT A CONCERN

IPSWICH TOWN FOOTBALL CLUB IS COMMITTED TO PROVIDING A SAFE AND ENJOYABLE EXPERIENCE FOR ALL SUPPORTERS AND STAFF.

IPSWICH TOWN TAKES A ZERO-TOLERANCE STANCE ON ANY FORM OF DISCRIMINATORY LANGUAGE OR ANTI SOCIAL BEHAVIOURS.

HOW TO REPORT INCIDENT/CONCERN (MATCHDAY)

Ipswich Town Football Club are committed to providing a safe and enjoyable experience for all supporters and staff.

On a home matchday all incidents or concerns can be reported to our Matchday Control Room. There is an anonymous **REPORT IT** text number and all reports are handled in the strictest confidence. Please text **60650**.

REPORT.IT >>>>>
TACKLING ALL FORMS OF DISCRIMINATION AND ANTI-SOCIAL BEHAVIOUR IN FOOTBALL
If you see/hear something that doesn't look right, send a message to our dedicated reporting number.

SMS TEXT
"ITFC + YOUR MESSAGE"
TO 60650

Supporters can also report any anti social behaviour using the **Kick it Out App** available to download for apple and android. Alternatively, if you feel it is safe to do so, please contact a steward with as much details as possible. Please include **Stand, Row, Seat number** and any names if known.

HOW TO REPORT AN INCIDENT/ CONCERN - NON-MATCHDAY

To report an incident, concern or make a complaint, that includes the use of discriminatory language, anti social behaviour, please email customerservice@itfc.co.uk. Your email will be directed to the right person who will get back to you asap.

HOW TO REPORT INCIDENT/CONCERN (SOCIAL MEDIA)

Ipswich Town Football Club does not tolerate discrimination of any kind and continues to work with the relevant authorities to stamp this out of football and in society, as well as working closely with the platforms themselves to help tackle the issue of online abuse in relation to football. The Club will work closely with the EFL and police and report any incidents to the respective platforms and mute/restrict/block the individual/group from the relevant account.

STEPS TO FOLLOW

X (TWITTER)

1. Report any comment(s) that break guidelines using the platform's in-built tools
2. Mute and/or block the account(s) in question via priority channels.
3. Make the club aware of the comment(s) with a print screen and send to customerservice@itfc.co.uk
4. In instances of illegal, discriminatory, or threatening abuse, report to the police as a hate crime.

FACEBOOK & INSTAGRAM

1. Report any comment(s) that break guidelines using the platform's in-built tools.
2. Restrict and/or block the account(s) in question via priority channels.
3. Make the club aware of the comment(s) with a print screen and send to customerservice@itfc.co.uk
4. In instances of illegal, discriminatory, or threatening abuse, report to the police as a hate crime.



TOWN SAFE

Ipswich Town Football Club is committed to ensuring supporters, staff, and everyone associated with the Club feels welcome and safe. Children, young people and adults at risk are valued and respected in line with our own Club values.

For more information, please visit our Safeguarding webpage.
<https://www.itfc.co.uk/club/safeguarding/>