

**Protocol for representation of supporters of Reading Football Club Limited by
Reading Football Supporters' Society Limited**

1. Aim of Protocol

This Protocol has been agreed by Reading Football Club Limited (the Club) and the Reading Football Supporters' Society Limited (STAR) to provide supporters of Reading FC who contravene ticket or ground regulations at football grounds with the opportunity to be represented to ensure that they are treated equitably and consistently.

The Club and STAR recognise that, on occasion, owing to the nature of football, incidents occur that are outside the ticket or ground regulations, some of which are sufficiently serious to warrant sanction being considered by the Club.

2. Process

In the event that a supporter is alleged to have contravened ticket or ground regulations where the Club considers that a sanction may be necessary it will inform the supporter that they have an entitlement to request a face to face meeting with the Club to discuss the alleged infringement(s).

The Club may also invite the supporter to attend a meeting to discuss the alleged infringement(s).

In the event of either the Club or the supporter requesting a meeting, the Club will inform the supporter that they may be represented by STAR and ask if they want STAR's representation. Where the supporter requests representation by STAR the Club will:

- provide the supporter with STAR's contact details;
- ask the supporter to permit it to pass relevant details (including the supporter's contact details) to STAR; and
- advise STAR that the supporter has requested representation.

On receiving notification STAR will appoint an authorised official to provide representation for the supporter irrespective of whether they are a member of STAR and will inform the Club the name of the official appointed.

3. Representation

Representation by STAR includes the following:

- Provision of advice, guidance and support;
- Liaison between the supporter and the Club;
- Mediation;
- Accompanying the supporter at meetings with the Club at which the STAR official may speak on behalf of the supporter; and
- Referral of the matter to the Football Supporters' Federation, the Premier League, Football League, FA, Independent Football Ombudsman or other appropriate party.

4. Evidence

The Club will disclose to the supporter at the earliest opportunity, all of the evidence it holds in relation to the alleged infringements, including stewards' written statements and CCTV, without the need of a formal subject access request under the terms of the Data Protection Act 1998.

The supporter is entitled to present their own witness statements, mobile phone footage and character references in order to support their case.

5. Review of Protocol

This protocol will be reviewed jointly by the Club and STAR after one year from its agreement and then at 3 yearly intervals, but either party can call for a review at any time in the interim period.

Signed for and on behalf of Reading Football Club Ltd

Nigel Howe
Chief Executive Officer



23rd May 2016

Signed for and on behalf of Reading Football Supporters' Society Limited

Paul Ellix
Chairman



23rd May 2016

Annex

In order to assist this protocol to operate effectively STAR will:

- Ensure that its authorised officials are trained effectively to provide adequate representation; and
- Provide the Club with the names of authorised officials.

The Club will provide STAR with:

- A copy of its processes for dealing with supporters who, it alleges, have contravened ground or ticket regulations;
- Notification of proposed changes to its Customer Charter, ground and ticket regulations; and
- Notification of changes to relevant Football League, Premier League or FA rules or to legislation.