



DEPARTMENT	Club Services
POLICY/PROCEDURE	SUPPORTER CHARTER
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Document Control

Item	Detail
Document title	Lincoln City Football Club Supporter Charter
Version	Version 2 - 2026 website refresh
Department	Club Services
Policy owner	Club Services, supported by Stadium Operations, Safety, Ticketing, Safeguarding and Supporter Liaison
Applies to	Home fixtures, away fixtures where LCFC supporters are attending, Club controlled premises, official Club travel where provided, and official Club supporter engagement channels
Review	At least annually, and sooner where required by EFL, FA, legal, safety or operational change

This refreshed charter modernises the 2025 document, strengthens supporter service commitments, updates conduct wording, and reflects current football-wide expectations around inclusion, safety, complaints, unauthorised entry and matchday behaviour.

Purpose and Scope

This charter explains the standards supporters can expect from the Club, and the conduct expected from everyone attending or engaging with Lincoln City FC fixtures, facilities and official activity.

Football is at its best when it is passionate, safe, respectful and welcoming. Lincoln City Football Club wants The ProAmpac Stadium and all LCFC supporter activity to be places where people can enjoy the game without discrimination, intimidation, violence or disorder.

- Provide a safe, inclusive and welcoming environment for supporters, staff, players, officials, visitors, contractors and the wider community.
- Uphold EFL Ground Regulations, FA rules, competition rules, ticketing terms and Club policies.
- Support football-wide work to remove discrimination, hate, disorder, pyrotechnics, violence and unsafe behaviour from the game.
- Set out how concerns, complaints and unacceptable conduct will be handled.

Our Promises to Supporters

Area	What supporters can expect
Safety	The Club will maintain proportionate safety arrangements, stewarding, medical provision, emergency procedures and matchday communication to support a safe environment.
Respect	Supporters will be treated fairly and with respect by Club staff, stewards and representatives. We ask supporters to show the same respect in return.
Inclusion	The Club will work to make fixtures and facilities welcoming for people of all backgrounds and protected characteristics.

Area	What supporters can expect
Accessibility	The Club will continue to review disabled access, reasonable adjustments, accessible information and supporter feedback through relevant Club channels.
Communication	The Club will aim to provide clear information on fixtures, tickets, access arrangements, safety messages, postponements, abandonments and major operational changes.
Feedback	The Club will provide routes for supporters to raise concerns, report incidents and make complaints, and will review learning from supporter feedback.

Shared responsibility: The Club can only deliver a positive matchday when supporters, staff, stewards, police, partners and visiting clubs all play their part. Positive support is encouraged; behaviour that risks safety or dignity is not.

Equality, Diversity and Inclusion

The Club operates a zero-tolerance approach to discrimination and harassment. In line with the Equality Act 2010, FA and EFL requirements, the Club will not accept discrimination linked to age, disability, race, ethnicity, nationality, religion or belief, sex, sexual orientation, gender reassignment, pregnancy and maternity, or marriage and civil partnership.

The EFL Equality Code of Practice remains a football-wide framework for improving equality, diversity and inclusion, and the Club expects all supporters to contribute positively to that culture.

Discriminatory conduct includes:

- Racist, homophobic, sexist, transphobic, ableist, antisemitic, Islamophobic or religious abuse, chanting or gestures.
- Use of discriminatory slurs, stereotypes, gestures, imitation or targeted abuse.
- Displaying, distributing or sharing discriminatory, extremist, hateful or offensive material, including flags, banners, stickers, clothing, posts or messages.
- Targeted abuse of players, staff, officials, supporters or visitors based on protected characteristics.
- Online discriminatory abuse connected to fixtures, Club activity or football rivalry.
- Encouraging, filming, amplifying or joining in discriminatory conduct.

No excuse: Banter, tradition, rivalry, humour, intoxication or group behaviour will not be accepted as a defence to discrimination or abuse.

Supporter Conduct Standards

Passionate support is part of football. The following behaviour is not acceptable and may lead to ejection, Club sanction, referral to police, referral to football authorities or a football banning order where applicable.

Conduct area	Examples of prohibited behaviour
Violence and threats	Actual, attempted or threatened violence; assault; fighting; intimidation; throwing objects; possession of offensive weapons; damage to property.
Disorder and abuse	Threatening, abusive, insulting, indecent, offensive or provocative words, chanting, gestures or behaviour, including tragedy-related abuse.
Pitch and restricted areas	Pitch incursions, entering restricted areas, climbing structures, forcing gates or barriers, or failing to follow steward, police or Club instructions.
Pyrotechnics and prohibited items	Possession or use of flares, smoke devices, fireworks, laser devices, weapons, glass, cans, dangerous items or any item that may compromise public safety.

Conduct area	Examples of prohibited behaviour
Drugs and alcohol	Use or possession of illegal substances, entering while under the influence of illegal substances, or excessive intoxication leading to unsafe or disorderly behaviour.
Safety routes	Standing in gangways, blocking exits, obstructing access routes, sitting or standing in unauthorised areas, or interfering with emergency arrangements.
Unauthorised entry	Tailgating, forcing entry, entering without a valid ticket, using forged tickets, misusing accreditation or attempting to access areas without authority.

Matchday Safety and Ground Regulations

Entry to The ProAmpac Stadium is subject to the Club's ticketing terms, EFL Ground Regulations, relevant competition rules and reasonable instructions from Club staff, stewards and police. Away supporters must also follow the rules and instructions of the host club and venue.

- Supporters may be searched as a condition of entry. Refusal to cooperate with a search may lead to refusal of entry or ejection.
- The stadium is smoke-free. Smoking and the use of electronic cigarettes are not permitted inside the ground except where specifically permitted in designated areas.
- Mobile phones may be used for personal and private use, but unauthorised commercial recording, transmission or publication of match material is not permitted.
- Supporters must sit or stand only in the area identified on their ticket and must not enter areas allocated to another supporter group.
- In licensed standing or rail seating areas, supporters must follow the specific standing conditions and must not stand on seats, steps or gangways.
- CCTV, photography and audio-visual recording may be used for safety, security, broadcast, training, legal and Club operational purposes.

Tickets, postponements and abandonments: ticketing conditions, refunds and arrangements for postponement or abandonment will be managed in line with the Club's ticket terms, competition requirements and EFL Ground Regulations. The Club will aim to communicate changes as clearly and quickly as reasonably practicable through official channels.

Reporting Concerns

Supporters are encouraged to report discrimination, abuse, safeguarding concerns, safety concerns, violence, disorder, pyrotechnics, suspicious behaviour or anything that makes them feel unsafe. Reports help the Club act quickly and improve the matchday environment.

When	What to do
During a match	Speak to the nearest steward, Club official, police officer or member of matchday staff as soon as it is safe to do so.
After a fixture	Contact the Club through official supporter services, ticket office, supporter liaison or reporting channels published by the Club.
Online abuse	Preserve evidence where safe to do so, including screenshots, usernames, dates and platform details, and report through the platform and Club route.
Immediate danger	Call the emergency services where there is an immediate risk to life, safety or serious harm.
Safeguarding	Raise concerns through the Club's safeguarding route or speak to a Club official immediately if a child, young person or vulnerable adult may be at risk.

Confidentiality and evidence: The Club will handle reports sensitively and will use CCTV, steward reports, ticketing information, witness accounts, police information and digital evidence where appropriate.

Complaints and Feedback

The Club wants concerns to be resolved fairly and at the earliest reasonable opportunity. Supporters should first raise service complaints with the Club through official contact routes so the matter can be reviewed by the relevant department.

Stage	Commitment
Acknowledgement	The Club will aim to acknowledge written complaints within seven working days.
Full response	Where a full response cannot be provided immediately, the Club will aim to provide a detailed reply within 28 working days.
Updates	If a matter cannot be resolved within 28 working days, the Club will aim to keep the complainant updated on progress.
Independent escalation	Where the Club's complaints process has been completed and the supporter remains dissatisfied, the matter may be referred to the Independent Football Ombudsman where it falls within its remit.
Learning	Complaint themes will be reviewed where appropriate to improve service, access, safety and supporter communication.

The Independent Football Ombudsman is the final stage in football's complaints process and can consider whether a complaint has been fairly handled and due process followed. It does not normally act as a substitute decision-maker on football regulations, on-field matters or referee performance.

Sanctions and Fair Process

Where a supporter breaches this charter, ticket terms, ground regulations, Club policy, EFL or FA requirements, or the law, the Club may take action. Any sanction will be considered in line with the Club's supporter sanctions policy and procedure, the seriousness of the incident and any relevant evidence.

Possible outcome	When it may apply
Advice or warning	Lower-level conduct where education, warning or behaviour correction is proportionate.
Ejection or refusal of entry	Where immediate safety, security, ticketing or conduct concerns arise.
Ticket restriction	Where access to tickets, areas or Club travel needs to be restricted while a matter is reviewed or as part of an outcome.
Club ban or suspension	Serious or repeated breach, discriminatory conduct, violence, pyrotechnics, pitch incursion, unauthorised entry or other conduct creating risk.
Referral to police or football authorities	Where conduct may be criminal, regulatory, discriminatory, violent, unsafe or relevant to wider football safety.
Education or restorative action	Where appropriate and proportionate, the Club may include education, apology, behaviour agreement or other learning-based action.

Unauthorised entry: From March 2026, tailgating and other attempts to enter a football match without valid authority became a criminal offence. It can lead to a fine and a football banning order as well as Club action.

Governance and Review - 2026 Refresh

This charter will be reviewed annually and sooner where required by regulatory change, football authority guidance, legal change, incident learning, supporter feedback or changes to Club operations.

Area	2026 refresh update
EFL complaints expectations	Added acknowledgement and 28-working-day response commitments, with reference to IFO escalation where appropriate.
EFL Ground Regulations	Strengthened wording on searches, prohibited items, pyrotechnics, smoke-free stadia, mobile recording, gangways, ticket areas and licensed standing.
Inclusion	Expanded discrimination wording and reflected the EFL Equality Code of Practice as a continuing football-wide framework.
Unauthorised entry	Added tailgating and unauthorised entry wording following the 2026 law change.
Reporting routes	Added practical guidance for in-match, post-match, online, safeguarding and immediate danger reporting.

Key references:

- Equality Act 2010.
- EFL Ground Regulations and EFL Supporters Charter.
- FA Rules and relevant competition rules.
- Football Spectators Act 1989 and football banning order framework.
- Unauthorised entry / tailgating football legislation effective from March 2026.
- Public Order Act 1986 and relevant football disorder legislation.
- Sporting Events (Control of Alcohol etc.) Act 1985.
- Club ticketing terms, supporter sanctions policy, safeguarding policy and complaints procedures.