



Durham Women FC Parent, Carer & Spectator Code of Conduct

Policy Version: 1.0 (July 2026) / Approved by: Board of Directors / Review Date: Annually

1. Purpose

Durham Women FC is committed to creating a safe, positive, inclusive and enjoyable environment where every player can develop and enjoy football. This Code sets out the standards expected of parents, carers and spectators.

2. Scope

This Policy applies to parents, carers, family members, guardians, friends and spectators at Club and Academy activities, including matches, training, events, travel and online.

3. Our Commitment

We promote a player-centered environment based on safety and respect. As a club we create a culture of inclusion and enjoyment for all.

4. Expected Standards

- Encourage positively
- Respect players, coaches, officials and volunteers
- Accept referee decisions
- Use appropriate language
- Follow safeguarding procedures
- Respect facilities.

Parents: Communication & Commitment

- Ensure your child arrives on time and is collected promptly from all sessions and fixtures.
- Communicate clearly and in a timely manner regarding attendance and availability.
- Follow appropriate communication channels when raising questions or concerns.
- Complete all required documentation and forms accurately and on time.
- Health, Injury & Player Welfare
- Ensure all injuries or illnesses are reported promptly to the club's medical team.
- Support and comply with all medical advice, treatment plans, and rehabilitation programmes.
- Prioritise the long-term wellbeing of the player over short-term performance.



5. Unacceptable Behaviour

Durham Women FC have zero tolerance for:

- Abuse
- Bullying
- Discrimination
- Intimidation
- Threatening behavior
- Physical aggression
- Coaching from the touchline
- Negative, critical, or abusive comments about players—especially other children will not be tolerated
- Inappropriate social media use
- Property damage
- Alcohol/drug related misconduct.

6. Safeguarding

Report safeguarding concerns immediately to the Safeguarding & Player Welfare Lead and respect all safeguarding procedures.

Dawn Hepple – Board Level Safeguarding Champion 07792164781

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Katy Hawkins – [Foundation Phase and](#) PGA Safeguarding Officer 07753599892

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7. Match Officials

Respect officials and never confront them before, during or after matches.

8. Social Media

Use social media responsibly at all times.

- Remember as a parent/carer of a child at the club you and your child are responsible for and need to abide by the club policy, The Football League Policy Guidance and The FA Rules and Regulations regarding comments that you place online about the club or club officials, The Football League, players, managers, match officials, opposing teams players or family members of any of those groups.



- Inform the club Safeguarding Lead as soon as possible if you or your child receives any inappropriate communication from any member of staff/volunteer or other person associated with the club and save the communication
- Parents must not use social media to speak ill of the club or any staff or associates or to comment on players, training or matches.
- Do not take photos, videos, or share content involving players without prior club consent.
- Approved content must not be shared publicly without permission.
- Parents must not reveal any information they may have received about the club or a player

9. Raising Concerns

Raise concerns through Club reporting procedures rather than social media.

10. Failure to Comply

Breaches may result in warnings, removal from venues, suspension, exclusion or referral to The FA or statutory agencies.

Parent & Spectator Pledge

As a parent, carer or spectator of Durham Women FC, I will:

- Put the welfare, safety and wellbeing of all players first.
- Encourage players positively, recognising effort, enjoyment and development above winning.
- Treat players, coaches, officials, volunteers, staff and fellow spectators with dignity and respect.
- Promote fair play, inclusion and positive behaviour at all times.
- Respect the decisions of match officials and support the Club's coaches in delivering football activities.
- Follow the Club's safeguarding policies, procedures and Codes of Conduct.
- Raise any concerns through the appropriate Club channels.
- Help create a safe, inclusive and enjoyable environment where every player can thrive.