



# SUPPORTER CHARTER

2023/24 Season



# CONTENTS

|                  |                         |                  |                       |
|------------------|-------------------------|------------------|-----------------------|
| <b><u>03</u></b> | Welcome                 | <b><u>14</u></b> | Sanctions and Bans    |
| <b><u>04</u></b> | Matchday                | <b><u>16</u></b> | Supporter Engagement  |
| <b><u>06</u></b> | Ticketing               | <b><u>17</u></b> | Supporter Groups      |
| <b><u>08</u></b> | Parking and Travel      | <b><u>18</u></b> | Sustainability        |
| <b><u>10</u></b> | Academy Stadium         | <b><u>19</u></b> | City In The Community |
| <b><u>11</u></b> | Access and Safeguarding | <b><u>20</u></b> | Contact Us            |
| <b><u>13</u></b> | Equality and Diversity  | <b><u>21</u></b> | Complaints            |





# WELCOME

**We were founded in 1894 to serve our community and bring it together.**

This concept remains our focus today as we aim to serve our 21st-century communities on a local and global scale.

We are immensely proud of the steadfast support we receive from our fans in Manchester and across the world, and this Supporter Charter is for those fans. Over the following pages, fans will find key details for attending matchdays at the Etihad Stadium including details of the Club's ticketing policy and sanctions and bans policy, as well as information on how to make the most out of their matchday experience.

But this document also details the Club's values and approach to support engagement and communication. It also outlines our principal commitments and policies to ensure transparency and accountability.

## WE WILL NEVER FORGET WHO WE ARE OR WHERE WE COME FROM





# MATCHDAY

We seek to provide the best matchday experience for all of our fans, as well as ensuring the highest standards of health and safety are maintained for the benefit and protection of everyone. If you are visiting the Etihad Campus for the first time, attending a match at the Etihad Stadium or Academy Stadium or need assistance to plan your visit, search [mancity.com/matchinfo](https://mancity.com/matchinfo) for further information.

Matchday at City is first and foremost about what happens on the pitch. But below you will find more information about the things you can do to make your visit to the Etihad Stadium even more special.

## BLUE CARPET EXPERIENCE AND PLAYER ARRIVAL

Our Blue Carpet Experience takes place outside the Colin Bell Stand entrance and includes our very own unique team arrival. The first team usually arrive about 90 mins before kick-off, prior to this there will be a dedicated show featuring our match day presenters, special guests, live music and exclusive competitions. Food vendors will be available within the area, and you will find the City Store just opposite. If you want to welcome the players in person, this is the best place to be!

## IN THE STADIUM

The Etihad Stadium has a 53,500 capacity. This includes 5,620 rail seats in the lower tier of the South Stand, including the South East and South West corners - to enhance supporter safety.

Turnstiles open 2 hours before kick-off and once inside the stadium you can enjoy food and refreshments from our concessions stands, with Season Ticket Members able to benefit from a 10% discount on food and drink in the concession areas. The last 15 minutes before kick-off really ramp up to get everyone ready and in good voice for the team walking out. We encourage supporters to be in their seats at least 15 minutes prior to kick off.

At half-time our City presenters host live entertainment on the pitch with activities, special guests and interactive fan games.

## POST-MATCH

Blue Carpet entertainment is available post-match with analysis from our Match Day Live presenters.

## PLAYMAKERS

Our Playmakers – dressed in yellow – are around the stadium, City Square and in the Family Stand. They are there to help and if you have any questions please ask as they are only too happy to help. They are regularly stocked with free goodies and treats for all so make sure to say hello.



## BAR AND FOOD

Due to the construction of the North Stand, the Summerbee Bar has relocated to the East side of the stadium, opposite East Reception, alongside a variety of food vendors. This is the perfect place to enjoy food and drinks before heading into the stadium.

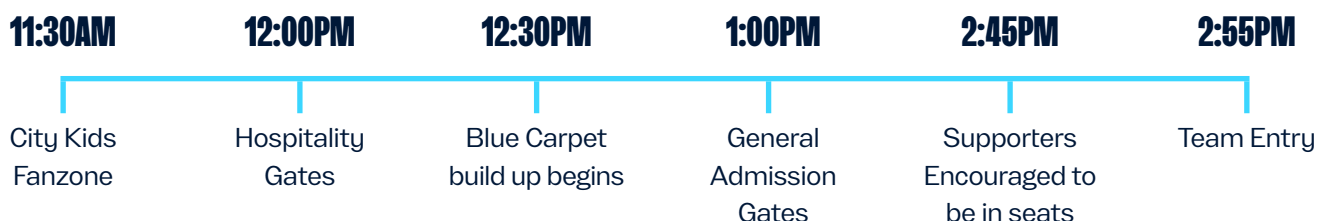
## KIDS FANZONE

The Man City Kids Fanzone is a completely free event that runs for two-and-a-half-hours before every home weekend match on the indoor pitch located at City Football Academy.

Join us for loads of free pre-match fun. Get involved with all our activities, meet Moonbeam and Moonchester and take part in our competitions to win some exclusive prizes.

## MATCHDAY TIMINGS

The below follows the timings for a 3pm kick off. While the specific timings will change to be aligned with the relevant kick off time, the timeframes will remain largely the same.



## BAGS

Large bags are not permitted into our stadiums. This includes backpacks, holdalls, rucksacks, luggage or other similar items. No oversized bags will be allowed. Small bags not exceeding A4 size (12"x8"x3") will be accepted.

If you must bring a bag to a match at The Etihad Stadium that exceeds the allowance, a bag storage facility will be in place that you can use to securely store your items until the match has finished. The bag storage will be priced at £5 for Season Ticket Members, and £10 for match buyers. There is no bag storage facility at the Academy Stadium.

If you have a medical condition that requires you to bring a bag or other equipment, please contact the Access Team at [access@mancity.com](mailto:access@mancity.com). Parents or Guardians with young children are allowed to bring in small backpacks with childcare essentials.

## SEARCHES

For safety and security reasons, every fan aged 14 or over entering the stadium will be required to undertake a personal search. This will be conducted in an appropriate manner and location according to need. Should you have any concerns related to religion, gender or disability please speak to a member of our security team.





# TICKETING

**A brief summary of the Club's ticket policy can be found below:**

All match ticket information, including details of pricing and selling criteria, will be updated on a regular basis and made available via our official website, [mancity.com/tickets](https://mancity.com/tickets).

## **How to Buy:**

- Match tickets are available to buy online or over the telephone. Booking fees may apply.

## **Ticket Criteria:**

- Citizens Matchday and Junior members receive priority access to tickets for all home matches, across Premier League and Cup competitions. Some games may be on restricted sale, which requires supporters to have previously attended fixtures at the Etihad Stadium. Please check before purchasing membership for a specific game.
- Season Ticket Members benefit from access to all 19 Premier League matches, as well as the option of signing up to the Club's Cup Schemes to attend domestic and European cup matches.

## **Entry Methods and Requirements:**

- Entry into the stadium will be via a Mobile Ticket. For more information on downloading a mobile ticket, follow this [link](#).
- Under 14s are not allowed in the stadium without being accompanied by an adult (over 18).
- Children aged 5 and over must be in possession of a valid ticket for the match they are attending.
- A child aged under 5 may enter the Ground for free without a Ticket if accompanied by an adult aged 18 or over, but in such an event, no seat shall be provided for that child.

## **Disabled Supporters:**

- We operate a ticketing policy that recognises that some supporters may need assistance to fully enjoy the matchday experience and offer a variety of reasonable adjustments based on individual supporter needs.
- This includes a physical Season Ticket for supporters who are unable to access a mobile phone to use mobile ticketing, cannot print tickets at home and are unable to collect a ticket from the stadium on a long-term basis. Requests are reviewed on an individual basis by the Club's Access team.
- To speak with our Access team, email [access@mancity.com](mailto:access@mancity.com) or call **+44 (0)161 444 1894** and pressing **option 1**, then **option 2**.
- When a disabled supporter is unable to attend a match, the Personal Assistant must upgrade their ticket.
- We ask that you carry out your own personal risk assessment prior to purchasing a match ticket, factoring in all aspects of your experience, for example how you will travel to the stadium and the facilities you need access to that may or may not be available.

### Can't Attend?:

- **Ticket Transfer:** Fans can transfer their mobile ticket to their 'Friends and Family' for the matches they cannot attend. They will be able to do this from your account on a match-by-match basis. For more information on Ticket Transfer, follow this [link](#).
- **Ticket Exchange:** Fans can list their ticket for all 19 Premier League Games at the Etihad Stadium. For more information on Ticket Exchange, follow this [link](#).
- **New for 23/24 Season:** Working alongside City Matters, we have expanded the number of matches on Ticket Exchange that have guaranteed refunds. During the 23/24 season, fans will be guaranteed a refund on their ticket for up to 12 matches.

### Attendance Policy:

- Season Ticket Members are required to attend the game, list on the Ticket Exchange, or transfer their ticket for at least ten home Premier League matches a season. If this criteria is not met, they may not be able to continue to use their Season Ticket.







# PARKING AND TRAVEL

The Club alongside, Transport for Greater Manchester, Greater Manchester Police, Manchester City Council and local transport operators work together to provide the services that you need to both arrive at the stadium in good time and get home safely. Always make sure you plan your journey in advance and check with your local transport operator for the most up to date travel advice on your route.

We use an online booking system with Auto Number Plate Recognition (ANPR) technology to maximise the available spaces at the Etihad Campus. Car Parking must be pre-booked on a match-by-match basis.

Please see our parking information and FAQ page [here](#) for help with any queries you may have.

## PARKING

Fans wishing to drive to the Etihad Stadium must pre-book a car spot via our website. Car parking spaces are issued on a match-by-match basis and are subject to availability meaning they are issued on a first-come-first-served basis. Parking must be pre-booked no later than 4hrs prior to kick off. For further information, please see our parking information and [FAQ page](#) here for help with any queries you may have.

We use an online booking system with Auto Number Plate Recognition (ANPR) technology to maximise the available spaces at the Etihad Campus.

For further information and to book parking, please follow this [link](#).

## ACCESSIBLE PARKING

For matches at the Etihad Stadium complimentary Blue Badge parking is available on-site on both the Orange and Blue Car park. Please call our Access Team on +44 (0)161 444 1894 to discuss further. You can find out more at [mancity.com/access](http://mancity.com/access). For more information about parking at the Academy Stadium, follow this [link](#).

## ALTERNATIVE TRAVEL OPTIONS

Fans can also get use Metrolink to travel to and from the Etihad Stadium. The Etihad Campus stop is adjacent to the Stadium and connects to the city centre including Manchester Piccaddily Station.

We also have a dedicated walking route on matchdays, while fans can cycle to the Etihad Stadium. For more information on visiting the Etihad Stadium, follow this [link](#).





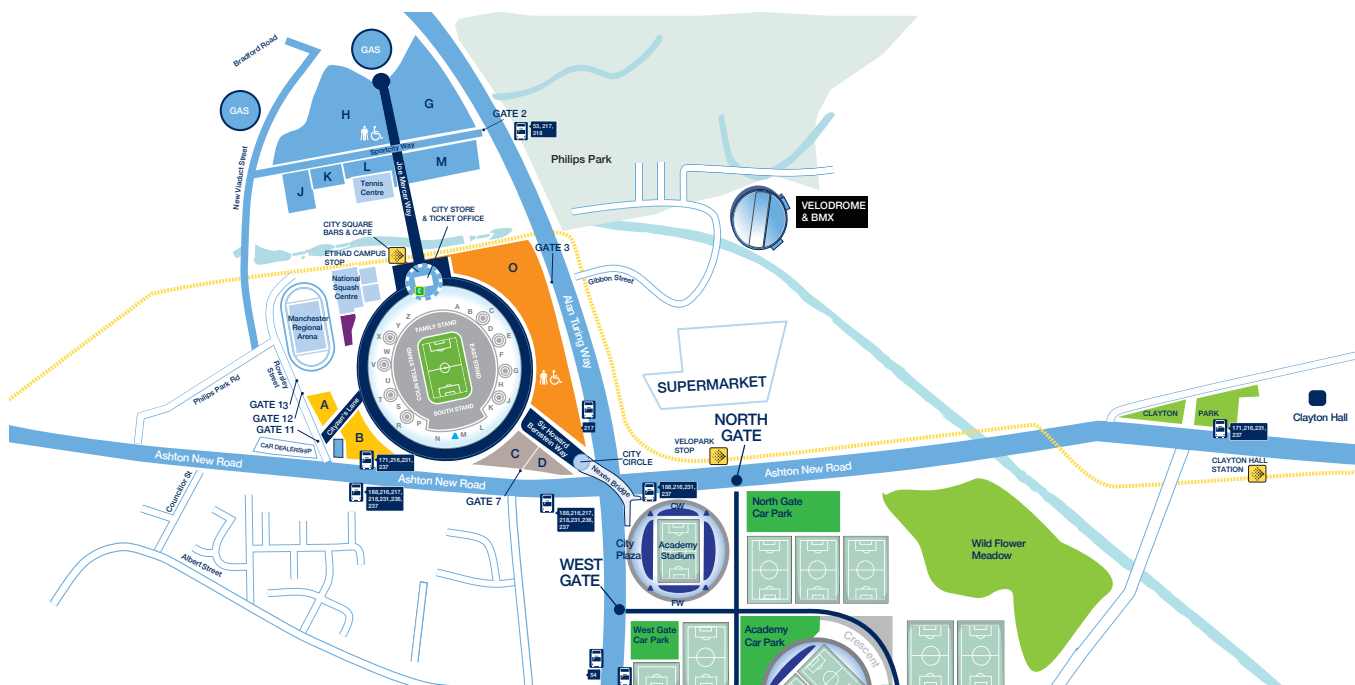
# ROAD CLOSURES

Please note that a road closure operates immediately after events at the Etihad Stadium to allow pedestrians to leave safely. This is in place for approximately 20 minutes or longer, subject to GMP approval.

Roads affected by the closures after a match at the Etihad Stadium are as follows:

- Ashton New Road – between Alan Turing Way and Darley Street.
- Grey Mare Lane – between Ashton New Road and Alan Turing Way.
- Merrill Street – between Pollard Street and Ashton New Road.

# PARKING MAP



**ETIHAD STADIUM KEY:**

- A Entrances
- Bus Stops
- Metrolink Stops
- Etihad Campus Car Parking
- Etihad Stadium
- Manchester Regional Arena National Squash Centre
- U Main Entrance - The Colin Bell Stand
- F East Stand Entrance
- Legends Entrance
- Cash Machine

**ACADEMY STADIUM KEY:**

- Turnstiles
- CTF Central Training Facility
- CW Community Wall
- FW Foundation Wall
- Community Pitch
- MIHP Manchester Institute Health Performance

**ETIHAD CAMPUS SITE MAP**



# VISITING THE ACADEMY STADIUM

**Another key part of the Etihad Campus is our Academy Stadium, home to Manchester City Women and our EDS and our Academy teams.**

With a capacity of 7,000, it has accessible toilets, refreshment kiosks and merchandise stalls, at regular points around the stadium.

On event days, tickets for home and visiting fans can be purchased from the ticket office located under the bridge at the City Plaza of the Academy Stadium.

The Academy Stadium is easily accessible using all modes of transport and is within easy walking distance from Manchester city centre.

Further information about the Academy Stadium and its policies can be found [here](#).





# ACCESS AND SAFEGUARDING

We are committed to ensuring all supporters have a positive matchday experience.

## DISABLED SUPPORTERS

Our dedicated Access team is available during the week and on a matchday to provide informed help and support to disabled supporters.

We work closely with our disabled supporters to reduce barriers to enjoying football and are always looking for new ways to ensure a fully inclusive and equal experience for all.

As part of our commitment to making the matchday accessible we provide disabled supporters who need assistance a ticket at no additional cost so as personal assistant or essential companion can attend alongside them.

## WHEELCHAIR POSITIONS

We have wheelchair accessible viewing positions located in all stands of the Etihad Stadium, across all tiers offering a good level of choice for supporters. The stadium is fully accessible with accessible toileting provisions, as well as a changing places facility and lowered counters. At the Academy Stadium, there are 66 bays available for wheelchair users.

## AMBULANT SUPPORTERS

Supporters are encouraged to sit anywhere in the stadium that best suits them. The Access team can provide advice on the best seats required to suit a specific need.

As part of our ongoing commitment to providing an equal matchday experience for all, **we also provide;**

- Changing places facility at the Etihad Stadium.
- Sensory Room at the Etihad Stadium.
- Sensory equipment for use at both stadiums.
- Induction loop equipment in all reception areas, the club shop, ticket office and at designated and signed food kiosks in the stadium.





- Complimentary wireless units to enable blind or partially sighted supporters to listen to audio match commentary.
- On matchdays, information will be carried on the electronic scoreboard and via the Public Address System.
- Low level counters at the bars and kiosks.

Further details or our services are available at [mancity.com/access](https://mancity.com/access). If you have any feedback, suggestions or ideas, please contact [access@mancity.com](mailto:access@mancity.com).

## SAFEGUARDING

We strive to ensure that everyone in our care or attending our activities feel safe and free from risk of harm. The Club takes its safeguarding responsibilities very seriously and we are committed to creating a safe and positive environment for everyone.

## RECRUITMENT AND TRAINING

We believe that everyone at the club shares the responsibility for safeguarding children and adults at risk, so our policy and practices are applicable to everyone involved. The staff and partners working with the club will work tirelessly to embed the culture of safeguarding across every aspect of the club and its activity. We are committed to having the right people involved through a robust recruitment process which includes checks, training, and monitoring.

## SAFE AT CITY

On a matchday or other event, there is a designated Safeguarding Officer on duty. If you have a concern about the welfare of child or other vulnerable person, or the behaviour of an adult towards them, please speak to a member of staff.

## POLICIES AND PROCEDURES

We develop and implement effective policy, appropriate procedures and good practice in order to protect all children and other vulnerable people who attend the Club's activities. Our Safe at City safeguarding policy is a comprehensive resource that provides information on how good practice is embedded and promoted across our activities.

## GOVERNANCE

The Club complies with government legislation relating to safeguarding children and other vulnerable people. We also adhere to our regulatory requirements set by the Football Association and Premier League and work closely with the NSPCC and Local Children's Safeguarding Board guidelines.

Further information is available at [mancity.com/club/safeguarding](https://mancity.com/club/safeguarding) or you can email [safeatcity@mancity.com](mailto:safeatcity@mancity.com) where all matters will be treated in the strictest of confidence.



# EQUALITY AND DIVERSITY

**At Manchester City we are driven by a passionate belief that football's values of performance, teamwork and sportsmanship can empower people to lead better lives and have made a commitment to embed equality and diversity at every level within our Club.**

As a Club we strive to ensure that everyone who attends our matches or events has a positive experience free from the worry of being targeted by abuse or intimidation.

We therefore operate a zero-tolerance approach to all discriminatory and abusive behaviour including any form of Racism, Homophobia, Islamophobia, Antisemitism, Sexism or disability discrimination. Such behaviour may include abusive comments, tragedy chanting, or gesture-making of any kind. Anyone found to be acting in such a manner will receive an automatic Club ban.

**New for the 2023/24 Season:** Fans who you see or hear such behaviour, you can now anonymously report it by texting 077 001 518 94 – just include seat details and a description of the incident. Alternatively, fans can continue to report unacceptable behaviour to a steward or the police.

## **We are committed to:**

- Ensuring any discriminatory behaviour is dealt with in line with Club policy working with law enforcement and partners as appropriate.
- Providing facilities to report inappropriate or discriminatory behaviour. Fans who see or hear such behaviour can report it anonymously by texting using our discrimination reporting service. Alternatively, they can report it to a steward or the police.
- Ensuring our services and facilities meet and exceed fan requirements, which includes but is not limited to a prayer room, halal catering and stadium wide accessible facilities.
- Working closely with our fans to gather feedback via the Club's elected fan network - City Matters, our Official Supporters Clubs, Canal Street Blues and the Manchester City Disabled Supporters Association.

**We are proud to work with a range of partners to promote inclusion in football:**





# SANCTIONS AND BANS

**When attending a match at the Etihad Stadium or Academy Stadium, and purchasing a ticket you must be aware of, and adhere to, the terms and conditions of sale, Ground Regulations and any applicable Code of Conduct. These can be found on the Club's official website.**

Failure to make yourself aware of these conditions, and follow them at all times, may lead to a sanction being applied in line with the Club's official sanction process. The Club reserves the right to investigate incidents at any time that evidence is presented to them and will work with the Police and other authorities where a criminal act has taken place.

## ADDITIONAL INFORMATION

- 01** The Club's Investigations Team will conduct a full investigation following receipt of a formal complaint via a steward on matchday, through the Kick It Out app or the Club's discriminatory reporting text service, or Fan Support. The Investigations Team shall also determine if a complaint constitutes a "standard" case, in which case they shall inform the Club's Sanction Panel of the action taken or a "complex" case, in which case the Sanction Panel shall be convened to determine the action taken.
- 02** Examples of the factors which may be considered by the Sanction Panel when applying any sanction shall include but not be limited to: any previous offence committed by the supporter, age of the supporter, multiple offences committed in one incident, safety risk to other individuals and intent. The panel will also consider any reasonable mitigation offered by the supporter when deciding the level of sanction applicable.
- 03** If the Club reasonably believes that there is a genuine risk of reoffending and/or any risk to other supporters or staff, then the Club reserves the right to impose a temporary suspension of a supporter's Season Ticket or their ability to purchase match tickets (including matches at home, away or neutral stadia), prior to making any further decisions. In such circumstances the Club will communicate with the supporter in writing and will provide the facts and evidence it has based its decision on.
- 04** The Club may impose a sanction independent of any action/sanction applied by the police and/or other relevant authorities. The Club will proactively provide relevant information to the Police and/or other relevant authorities.
- 05** Any supporter issued with a sanction by the Club further to this sanction process and procedure shall not be entitled to any refunds unless the Club informs the relevant supporter otherwise.
- 06** All formal correspondence shall be provided to the supporter via post or email and sent to the details which are registered on the supporter's account.





We appreciate that no two incidents are the same. Our Safety & Security Team will consider all available evidence when dealing with incidents and determining the length of a ban, if applicable. The table alongside indicates the type of penalties that may be issued against supporters. Please note this is intended as guidance only and we reserve the right to suspend a supporter's account whilst the investigation takes place.

**Supporters are also advised that:**

- Bans may carry over from one season to the next.
- The number of match bans apply to home matches only but restrictions apply to all matches (home and away) until the number of home match bans has been served.
- The Club reserve the right to uplift and/or apply additional sanctions not shown.
- Supporters will be required to sign an Acceptable Behaviour Agreement before they return to the Club. Supporters may also be required to take part in an education course.
- Parents/Guardians will be held responsible for any offence committed by children under the age of 14 and may be subject to a sanction.
- All adults and children may be subject to a sanction.

| Offence   | 5-Match Home Ban | 10-Match Home Ban | 1 Year+ Ban | Indefinite Ban |
|---|------------------|-------------------|-------------|----------------|
| <b>Unacceptable Conduct</b><br>Persistent standing - outside of designated safe standing areas, visiting supporters in home areas                                     | ×                |                   |             | ×              |
| <b>Persistent Foul and Abusive Language</b><br>Towards players, staff, fellow supporters home and visiting  | ×                |                   |             | ×              |
| <b>Drinking Alcohol in View of The Pitch</b><br>In stands, marked concourse areas, hospitality areas with a view of the pitch   | ×                |                   |             | ×              |
| <b>Smoking</b><br>Non-compliance in Stadium and on Campus   | ×                |                   |             | ×              |
| <b>General Disorder</b><br>Fighting, physical assault   |                  | ×                 |             | ×              |
| <b>Alcohol/Substance Abuse</b><br>On concourses, in stands and/or hospitality areas   |                  | ×                 |             | ×              |
| <b>Ticketing</b><br>Touting, mis-use of concessionary tickets, failure to upgrade, accountability of friend or family member using your ticket                        |                  | ×                 |             | ×              |
| <b>Abuse/Aggression Towards Staff</b><br>Verbal or physical abuse   |                  |                   | ×           | ×              |
| <b>Discriminatory Behaviour/Activity</b><br>Inside or outside the stadium, including social media   |                  |                   | ×           | ×              |
| <b>Missile Throwing / Possession of Prohibited Items</b><br>Objects thrown onto the pitch, in stand, flares, pyrotechnics and smoke bombs (including the lighting of) |                  |                   | ×           | ×              |
| <b>Pitch Incursion</b><br>Pre, post or in-game  |                  |                   | ×           | ×              |
| <b>Other Criminal Offences</b>  |                  | ×                 |             | ×              |

 Minimum Suggested Ban
 | 
  Maximum Suggested Ban



# SUPPORTER ENGAGEMENT

**We aim to keep supporters up to date through forums, questionnaires, focus groups and by the publication of current policies on major issues in a clear and precise manner. These include:**

- Regular meetings with City Matters, the Club's elected fan representatives.
- Regular dialogue and meetings with local community groups.
- Regular attendance at meetings with our Official Supporters Clubs.
- Regular meetings with recognised supporters' associations/groups.
- The annual Premier League fan survey.
- Supporter experience surveys, forums and panels.
- The official club newsletter.

Our website is regularly updated with the latest Manchester City news, highlights, and interviews as well as information regarding the Club, tickets, hospitality and other areas. Details of any major policy decisions or changes at the club will be published at [mancity.com](http://mancity.com)

The Club uses Twitter ([twitter.com/mancity](https://twitter.com/mancity)) where it communicates with over 11 million supporters and followers. Our Facebook account ([facebook.com/mancity](https://facebook.com/mancity)) provides information and photos to supporters. You can also follow us on Instagram ([instagram.com/mancity](https://instagram.com/mancity)).

For all supporter and matchday information, follow [@mancityhelp](https://twitter.com/mancityhelp).

For information about what is happening at the campus and stadium on matchday and for interesting and important matchday experience information please follow [@CitySquareLive](https://twitter.com/CitySquareLive) on Twitter and Instagram.



# SUPPORTER GROUPS

We have many supporter groups we are proud to work with and support, including:



City Matters is Manchester City's elected fan network, made up of voluntary members, who meet with the Club on a regular basis. As well as discussing a wide range of issues and topics which are important to fans, the network has been designed to create an environment where ideas and feedback can be shared, so that new initiatives can be introduced, to benefit everyone who supports Manchester City.

You can find contact details of your fan representatives at [mancity.com/citymatters](https://mancity.com/citymatters).

- Black, Asian or of Mixed-Heritage
- Disabled
- Families
- Women
- LGBTQ+
- Official Supporters Clubs
- Over 65s
- Seasonal Hospitality
- Season Ticket Holders
- Under 25s



Manchester City's Supporters Club was formed in 1949 and now has over 350 branches worldwide, with a combined membership of over 27,000 fans based in the UK and Overseas. You can find details of your local branch by visiting [mancity.com/supporters-clubs](https://mancity.com/supporters-clubs).





# SUSTAINABILITY

**Manchester City is committed to creating a sustainable environment and we continue to identify and implement measures to enhance and protect our environment – both now and for future generations.**

We are working actively to achieve credible CO2 Net Zero by the end of the decade, making our Club and the Etihad Campus one of the country's most sustainable sport venues.

As part of this, we have completely removed all single use plastics across the stadium and we have reduced our waste output to ensure that none is sent to landfill. In total, this saves around 800,000 cups and around 250,000 other items going to waste.

We only use compostable packaging and packets on a matchday which, with all grass cuttings and any food waste is then turned into compost in a machine and used on landscape areas across the City Football Academy Campus. This saves 180 tonnes of waste being transferred off site.

Around 70% of our food and drink is supplied by local producers, helping to reduce food miles on a matchday.

Local participation through employment, training and procurement creates further and wider opportunities across a range of projects and operations.

Our LED lighting means that floodlights are 55% more efficient and save almost 30 tonnes of CO2 annually, while the underground 'Permavoid' system ensures the even distribution of air flow across 52% of the Etihad Stadium pitch. This system can hold up to 500 cu/m of water from rainfall which can then be fed through the pitch sprinklers and reused to water the pitch as needed.

We also continue to identify, discuss and develop practical travel and transport plans for the future.

Further information about the Club's sustainable efforts can be accessed [here](#).

## COMMUNITY COMMITMENT

**Manchester City is committed to being a good neighbour to the residents of East Manchester.**

We ask that all visitors to the Etihad Campus and surrounding areas respect the homes and property of the residents by carefully disposing of their rubbish, using the toilets provided on the campus, adhering to the residents parking scheme and being mindful of noise and disruption as they arrive and leave the campus.

Local residents who wish to speak with the Club are encouraged to email [mancity@mancity.com](mailto:mancity@mancity.com).





# CITY IN THE COMMUNITY

**Manchester City's community story began in 1880 when the Connell family harnessed the power of football to support their local community. Today, its desire to bring positive change to communities in Manchester and across the world through football is as strong as ever.**

Established in 1986, City in the Community is Manchester City's charity. The charity supports people across Greater Manchester by empowering healthier lives through football. Its programme place physical and mental wellbeing at their core, whilst also creating healthy futures and healthy communities.

City in the Community achieves tangible, meaningful impact through regular, sustained and high-quality contact time between its staff and the participants they engage with.

The charity currently delivers 17 programmes, each sitting under one of three pillars. Healthy People, Healthy Futures, Healthy Communities. Season 2021/22 saw these programmes reach 20,000 people aged between 2 and 79, totalling over 22,000 community sessions and averaging 29 hours per participant.

### City in the Community's values are to be:

- **Caring:** Putting people first. Being compassionate and helping. Showing pride and passion in our work.
- **Inclusive:** Valuing, respecting and supporting all individuals and communities through inclusive and accessible opportunities that break down barriers to participate and achieve their full potential.

- **Transformative:** Causing positive change to our people and their communities through programmes which are influential, inspiring, innovative and individualised.
- **Youth-led:** Empowering and involving young people, providing the opportunity to participate meaningfully in decisions that affect them.

In May 2023, City in the Community launched a new fundraising initiative called Healthy Goals. Funds raised will uplift the physical and mental health of local young people by creating new community football pitches in Manchester, where the charity's youth led programmes will be delivered.





# CONTACT US

We are extremely proud of our relationship with our fans and constantly strive to improve our matchday experience. You can contact us using one of the following methods:



[mancity.com/help](https://mancity.com/help)



[mancity@mancity.com](mailto:mancity@mancity.com)



+44 (0)161 444 1894



[access@mancity.com](mailto:access@mancity.com)



[@ManCityHelp](https://twitter.com/ManCityHelp)



Manchester City Football Club,  
Etihad Stadium, Etihad Campus,  
Manchester, M11 3FF

## CITYSTORE

Please contact a member of the Retail Customer Service team should you have a question, query, complaint or any feedback relating to an item purchased within the City Store or online using one of the following methods;



+44 1614 387808



[shop@mancity.com](mailto:shop@mancity.com)



Manchester Arndale,  
Manchester, M4 1AZ



Manchester City Football Club,  
Etihad Stadium, Etihad Campus,  
Manchester, M11 3FF





# COMPLAINTS

**Sometimes things don't work as we expect them to. If that happens, we will do our best to put things right as quickly as we can.**

Please contact us as soon as it's convenient. Most problems get resolved straight away, but we will keep you informed while we look into your concerns.

We strive to offer the best matchday experience however if it is not as it should be and you are concerned by a certain situation, there is an issue you'd like to talk about or you have a complaint please speak to a steward or a uniformed member of staff. We find that most concerns or complaints can be resolved at the time of the initial problem. If your issue or complaint cannot be resolved on the day or is concerning another matter, please contact a member of the Fan Support Team on the next available working day on **+44 (0)161 444 1894**. We welcome all feedback in our ambition to improve the matchday experience for all our fans.

## 01

Contact the Fan Support Team and we'll try to put things right straight away:

- Call us on **+44 (0)161 444 1894**
- Email us at **mancity@mancity.com** or **access@mancity.com** if you're registered as disabled with the Club
- Write to us at Fan Support, **Manchester City Fan Support, City Football Academy, 400 Ashton New Road, Manchester M11 4TQ**
- Tweet us at **@ManCityHelp**

## 02

We'll do our best to settle your complaint within 10-working days. If it takes longer than this, we will tell you the likely timescale and keep you informed of our progress throughout. When we have completed our investigations, we'll explain what we've found and what we propose to put things right or ensure your complaint is handed over to the correct department.

## 03

If you've followed steps 1 and 2 but we're still unable to reach a conclusion, the Fan Support Team will pass your concerns over to our Senior Service Manager for review. We'll take another look at everything that's happened up to this point, and then provide a final response that explains our conclusive position.

## 04

We hope there won't be a need to move on any further – we really do want to put things right if they've gone wrong. But if, after following our complaints process in full, you're not satisfied with our final response letter or we haven't been able to resolve your complaint within 8 weeks, then you can pass your complaint over to the Independent Football Ombudsman at **theifo.co.uk**.





Process from Investigation Team to Sanction & Appeal Panel - 2023/24 Season.

