



## Useful Contacts

### **Kick It Out**

[www.kickitout.org](http://www.kickitout.org)  
Unit 3  
1-4 Christina Street  
London  
EC2A 4PA  
Tel: 0800 169 9414

### **The Football Association**

[www.thefa.com](http://www.thefa.com)  
Wembley Stadium  
Wembley  
London  
HA9 0WS  
Tel: 0844 980 8200

You can also call The FA's Report It line on 0800 085 0508

### **The Premier League**

[www.premierleague.com](http://www.premierleague.com)  
30 Gloucester Place  
London  
W1U 8PL

### **The Football League**

[www.football-league.co.uk](http://www.football-league.co.uk)  
Edward VII Quay  
Navigation Way  
Preston  
PR2 2YF

Kick It Out is funded by:



### **UEFA**

[www.uefa.com](http://www.uefa.com)  
Route de Geneve 46  
CH- 1260 Nyon 2  
Switzerland

### **The Independent Football Ombudsman**

[www.theifo.co.uk](http://www.theifo.co.uk)  
The Independent Football Ombudsman  
Suite 49  
57 Great George Street  
Leeds  
LS1 3AJ  
Contact@TheIFO.co.uk  
Tel: 0800 588 4066

### **Equality and Human Rights Commission**

[www.equalityhumanrights.com](http://www.equalityhumanrights.com)  
3 More London  
Riverside Tooley Street  
London  
SE1 2RG  
Telephone 020 3117 0235  
[info@equalityhumanrights.com](mailto:info@equalityhumanrights.com)

Kick It Out is a member of the Telephone Helplines Association

# LET'S KICK OUT OF FOOTBALL RACISM

## Reporting abuse and discrimination in football

A lot of work is being done to tackle abuse and discrimination at all levels of football, whether it is abuse based on race, gender, disability, age, faith or sexual orientation, from the grassroots through to the Premier League.

Participants, supporters, players and clubs all have a key role to play in maintaining a policy of zero tolerance.

Kick It Out can help you to make reports, ensure appropriate action is taken and help you raise issues of concern.

This leaflet explains how you can report incidents to Kick It Out and how your report will be dealt with.

# LET'S KICK OUT OF FOOTBALL RACISM

## REPORT IT! 0800 169 9414

# Reporting an incident

You can call us free on 0800 169 9414, go online and complete an incident form at [www.kickitout.org](http://www.kickitout.org) or email us at [info@kickitout.org](mailto:info@kickitout.org).

Kick It Out staff have been trained to assist with your complaint appropriately and sensitively. Complainants will be asked to give us as much detail as possible, to enable us to take the best course of action and make a detailed report.

If possible you should always report abuse to the appropriate authority immediately when it occurs, either to a nearby steward or police officer; or if in amateur football then tell the referee, a club official, a league representative or your County FA.

## What if my report is an emergency?

If something happens that needs immediate attention it should be reported directly to a steward or police officer.

Always remember the police have a responsibility to act on all reports they receive, regardless of where they take place. If, for example, you are abused whilst playing in an amateur league fixture then the police should be informed.

## How does Kick It Out deal with reports?

Kick It Out believes that every complaint is important. Our role as football's anti discrimination and social inclusion campaign is to raise the complaint with the club or governing body concerned and monitor the issue to ensure appropriate action is taken.

Where the club or governing body requires additional advice in dealing with a problem, we are able to assist by providing guidance. All complaints are also forwarded to the Football Association as part of the process.

## What if I want to make a report in confidence?

All complainants have the choice whether they wish their report to be dealt with in confidence.

Contact details are taken so Kick It Out can keep you updated with proceedings, or in case we require any further information.

If you have chosen to make a confidential report, your contact details will not be passed on to the club, league or football authorities.

# What happens when we get a report?

Incidents at professional and semi-professional football clubs, and at international fixtures:

**Stage 1** Complaint received and details are recorded on an incident form. We will talk you through the ongoing process, timelines and outcomes you can realistically expect.

**Stage 2** Details will be forwarded on to the club concerned, through the relevant club representative, and a copy will be forwarded to The FA. If the incident took place at an international match, it will be referred to the appropriate national Football Association, UEFA or FIFA.

**Stage 3** Clubs or The FA are asked to respond. Kick It Out will send a reminder if no immediate response is received.

**Stage 4** Kick It Out will keep the complainant informed of any investigation updates.

**Stage 5** If you are unsatisfied with the outcome of the club's investigation, we are able to inform the appropriate authority; the Premier League, the Football League or appropriate national association.

**Stage 6** If you are still unhappy with the way the incident has been dealt with, you may wish to refer your complaint to the Independent Football Ombudsman who will adjudicate it independently.

Incidents involving amateur clubs, County FA's and schools football:

**Stage 1** Your complaint is received and details recorded on an incident form. We will talk you through the process, timelines and the outcomes that you can realistically expect.

**Stage 2** A copy of your report will be sent to The FA so they can also monitor the progress of each complaint and whether it is dealt with properly. If your complaint to Kick It Out includes an appeal against a County FA decision you should observe the deadlines for appeal set out by The FA/ County FA. A copy of this report will also be sent to The FA for monitoring purposes.

**Stage 3** The FA should acknowledge the report/complaint within 28 days, if not, Kick It Out will send a reminder for you. The complaint will be sent on to the relevant County FA for investigation/response.

**Stage 4** Kick It Out will keep the complainant informed of any updates received from The FA or County FA.

**Stage 5** If you are unsatisfied with the way the complaint has been dealt with may wish to refer your complaint to the Independent Football Ombudsman.

