



**CHARTER STANDARD
COMMUNITY CLUB**

The Role of Respect Ambassador

- Introduce yourself to spectators and to the Referee of matches, where possible. Be identifiable by wearing the high-viz "Respect" waistcoat provided
- Be aware, enjoy the matches but monitor the touchlines
- Move towards an incident or potential incident
- Observe and analyse – Is this a significant incident likely to escalate or will a quiet reminder sort it out.
- Isolate -ask the person to move away for a chat, remind them that the children are there to have fun.
- Emphasise that the club is committed to creating an environment where people are treated with Respect and dignity.
- Let them know that children may be influenced by their behaviour.
- Acknowledge that they may be frustrated by the decisions a coach or referee has made but explain that the person is doing their best (everyone makes mistakes) and that the referee may see things differently from their field of play.
- Explain that abuse directed at players or team officials on either team is unacceptable.
- Refer to the club's Code of Conduct – the spectator may not realise that they have behaved inappropriately.
- Be calm and firm. Be conscious that both the tone of your voice and your body language is assertive but not aggressive

And if this doesn't work.....

- Bring the incident to the attention of the referee
- If the Referee deems it necessary the game will be abandoned and the club will face a full report.
- Remember: if you have done all that you can the League should take this into account

In short it is really about having a visible presence and is more of a deterrent than anything else. Respect Ambassadors do not, in anyway, put themselves in danger.

