# Managing Challenging Behaviour Policy

Review date: 1 October 2027

## 1. Policy Statement

Falmouth Town AFC is committed to providing a positive, safe, and inclusive environment for everyone involved in the club. Challenging behaviour that negatively impacts the welfare, safety, enjoyment, or development of others will not be tolerated.

This policy outlines how the club will identify, manage, and respond to challenging behaviour in a fair, consistent, and proportionate manner.

## 2. Scope

This policy applies to:

- Players
- Coaches and team managers
- Parents and guardians
- Volunteers
- Committee members
- Spectators
- Visitors attending club activities

The policy covers all club-related activities, including:

- Training sessions
- Matches and tournaments
- Social events
- Travel arrangements
- Online and social media communications

## 3. Definition of Challenging Behaviour

Challenging behaviour may include, but is not limited to:

- Verbal abuse, shouting, or aggressive language
- Threatening or intimidating behaviour
- Bullying, harassment, or discrimination
- Physical aggression or violence
- Disrespect towards coaches, officials, teammates, opponents, or spectators
- Persistent refusal to follow reasonable instructions
- Deliberate disruption of club activities
- Damage to property or equipment
- Inappropriate social media activity connected to the club

## 4. Guiding Principles

The club will:

- Treat all individuals with dignity and respect.
- Promote positive behaviour and sportsmanship.
- Seek to understand the causes of challenging behaviour.
- Respond fairly and consistently.
- Prioritise the safety and welfare of all participants.
- Support individuals to improve behaviour where appropriate.

## 5. Managing Challenging Behaviour

Where challenging behaviour occurs, club representatives should:

### Low-Level Behaviour

Examples:

- Minor disruption
- Poor attitude
- Inappropriate language

Response:

- Calm verbal reminder
- Clarify expectations
- Positive reinforcement of appropriate behaviour
- Record repeated incidents

### Moderate Behaviour

Examples:

- Repeated misconduct
- Disrespect towards officials or teammates
- Refusal to follow instructions

Response:

- Formal discussion with the individual
- Inform parents/guardians if under 18
- Written warning where necessary
- Behaviour improvement plan

### Serious Behaviour

Examples:

- Physical aggression
- Threats of violence
- Bullying
- Discriminatory behaviour
- Serious safeguarding concerns

Response:

- Immediate removal from the activity if safe to do so
- Incident reported to the Club Welfare Officer
- Investigation by club committee

- Temporary suspension pending review
- Referral to relevant governing bodies or authorities where appropriate

## 6. Recording Incidents

The club will maintain records of significant behaviour incidents, including:

- Date and time
- Individuals involved
- Description of the incident
- Actions taken
- Follow-up measures

Records will be stored securely and handled in accordance with data protection requirements.

## 7. Support Measures

The club recognises that challenging behaviour can sometimes arise from:

- Emotional difficulties
- Additional needs or disabilities
- Family circumstances
- Mental health challenges

Where appropriate, the club will work with players, parents, and relevant professionals to provide support and encourage positive engagement.

## 8. Possible Outcomes

Depending on severity and frequency, outcomes may include:

- Verbal warning
- Written warning
- Behaviour agreement
- Temporary suspension from training or matches
- Removal from specific club activities
- Permanent exclusion from the club

## 9. Appeals

Any individual subject to disciplinary action may submit an appeal in writing to the club committee within 14 days of being notified of the decision.

The appeal will be reviewed by individuals not directly involved in the original decision where possible.

## 10. Responsibilities

### Players

- Respect teammates, coaches, officials, and opponents.
- Follow club rules and instructions.

### Parents and Guardians

- Promote positive behaviour.
- Support club values.
- Model appropriate conduct on the sidelines.

### Coaches and Volunteers

- Act as positive role models.
- Address behaviour concerns promptly and fairly.
- Safeguard participants at all times.

### Club Committee

- Ensure consistent implementation of this policy.
- Review incidents and disciplinary matters.
- Support the welfare of all members.

## 11. Policy Review

This policy will be reviewed annually by the club committee and updated as necessary to reflect best practice and governing body guidance.

Date Policy Approved: 11 October 2026
Approved By: Dale McIntosh