

UNREASONABLE BEHAVIOUR POLICY

Here at West Ham United we welcome the views of all our supporters and encourage all our fans to get in touch with feedback, ideas and suggestions. We also recognise that sometimes things do not go right, and when this happens, we want to hear about it too. We know that some supporters may raise a complaint to the Club or need to report something to us. When this happens, we will follow our complaints process. <Link>.

Our staff always deserve to be treated with courtesy and respect, even if the topic you are raising with the Club may be upsetting, sensitive or making you feel frustrated. If frustration or upset turns into unreasonable behaviour, whether this is face-to-face, over the phone or in any written communication, including social media, we will be forced to take action to protect our staff. This policy explains how the Club manages unreasonable behaviour.

What is unreasonable behaviour?

The Club defines unreasonable behaviour as that which hinders us from performing our dedicated functions, prevents us from properly considering complaints due to the tone, language, frequency or nature of communication with the Club or any activity which is violent, threatening or discriminatory to our employees of West Ham United.

Once the Club has made a decision regarding a complaint, and this procedure has been exhausted, the Club will not engage in ongoing communication with supporters unless materially new or relevant information is supplied.

Unreasonable behaviour includes, but is not limited to:

Violence or physical threats of violence towards staff

- We will immediately inform the police of any serious incidents involving aggression or

threats of violence and will communicate this action in writing.

- Where the incident is serious, action will be taken immediately to protect the safety of our staff and supporters of the club.

Excessive and unnecessary contact

Examples of this include:

- Refusal to cooperate with our staff and engage with our processes.
- Making unreasonable demands which go beyond the Club's Complaint Policy, for example, requesting calls, and/or setting deadlines for response.
- Sending multiple or the same communication to multiple email addresses and expecting each department to respond to the same issue.
- Persistent complaints about the same issue where a response has been provided.
- Persistent complaints about issues that may fall outside the remit of the club.
- Persistent contact appealing a decision made by the Club and London Stadium.
- Submitting false documents.

Swearing/insulting language

- Swearing and/or insulting language directed at a person or a group of people, including, but not limited to derogatory or offensive remarks about players/manager/members of staff following a matchday.
- **Any** form of discrimination.

Children and adults at risk

In line with our Club Safeguarding Principles and Policies, any behaviour, action or concern that is deemed to be



negatively impacting on, causing actual harm, or the risk of harm to a child or adult at risk, will be escalated to our Safeguarding Team for appropriate investigation. This could also mean the inclusion of external agencies such as the Police or Child Services.

Response to Unreasonable Behaviour

Should the Club feel behaviour is becoming unreasonable, we may:

- Issue a warning, explaining why we have found the behaviour unacceptable and what action we may take if this behaviour continues or escalates.
- Stop communicating with you, unless there is materially relevant and new information.
- Limit contact, by requesting that you appoint a representative to act on your behalf to communicate or limiting our contact with you to writing only.
- Report, we may escalate such instances to the Police and/or relevant authorities.

These responses and sanctions are a guide only. They are independent of any other investigation and/or sanctions that may be imposed by third parties (e.g. the Police or other relevant authorities), and the Club may provide relevant information to the Police and/or other relevant authorities.

Matchday incidents

These will be considered on an individual basis, considering the circumstances surrounding the event. If a threat of violence, assault or any discriminatory language has been used, these will be reported to the appropriate departments and authorities for investigation. Please see our **Ground Regulations, Ticketing Terms and Conditions and Supporter Code of Conduct, Social Media, Banning and Sanctions and Safeguarding**, for more information and the types of action we may take.