



Welcome to the Heart of Midlothian FC Supporters' Charter

Our Supporters' Charter is designed to provide information about Heart of Midlothian FC (the Club), its services and our focused approach to supporter communication. It also sets out the Club's expectations relating to supporters' conduct, in order to foster 'a club for all' atmosphere at Tynecastle Park.

We are fully committed to providing the highest standards of service for all our supporters and aim to deal with all enquiries in a fair and transparent manner.

We welcome feedback from all our supporters. This allows us to respond to the matters that mean the most to our fans and strengthens our ongoing relationship and interaction with the lifeblood of our Club.

We fully respect every individual supporters' views and treat all comments and enquiries seriously and in confidence.

We provide information to our supporters about all aspects of the Club's activities through social media, the club website, in writing, by telephone, by email and the wider press.

We accept that not everything will meet the expectations of every supporter. However, should any individual wish to make us aware of any matter that he/she is unhappy about, we will respond within a reasonable timescale in a way that is appropriate, transparent and fair.

We also aim to ensure that our supporters have an opportunity to liaise directly with the Club through our Supporter Liaison Officer (SLO) function.

Should you have any queries regarding the Supporters' Charter please do not hesitate to contact our Supporter Liaison Officer on SLO@homplc.co.uk

The Heart of Midlothian FC Commitment

Heart of Midlothian FC continues to enjoy a unique relationship with its loyal supporter base. It recognises and respects the invaluable contribution made by each and every supporter. As such, the Club endeavours to be open and accessible to our supporters, communicating information via the appropriate channels in a clear and effective manner.

The Club is proud of its relationship with its supporters and constantly strives to improve supporters' matchday experience and day-to-day interaction with the Club.

As a progressive football club, located at the heart of Scotland's capital city, the Club aims to offer the best possible experience to our supporters, in a safe and vibrant environment.

Heart of Midlothian FC is fully committed to:

- Our supporters
- Our community



- Our employees
- The development of young people through sport, health and education
- Our selected charities and partner organisations

We also endeavour to offer our supporters:

- Quality service and product across all areas of the business
- An exciting matchday experience
- An environment free from racism, sectarianism and unacceptable contact

Last, but by no means least, we are fully committed to respecting our history, our heritage and our traditions.

Consultation and Information

Heart of Midlothian consults supporters on a regular basis through website www.heartsfc.co.uk, Matchday Programme 'The Official Hearts Matchday programme' and through the Hearts' Football Club Supporter's Groups – G10 and Foundation of Hearts social media channels and website.

We publicise the Club's position on major events through regular updates by the Chairwoman Ann Budge through the website as well as through press releases and additional communication channels such as the club matchday programme' and our website www.heartsfc.co.uk and social media channels.

The Club is in regular consultation with shareholders including Foundation of Hearts, sponsors, local authorities on a regular basis as well as the Annual General Meeting each year which minutes of the meeting can be provided in absence of supporters being able to attend.

We give the earliest possible notice of any ticketing arrangements including season tickets, cup matches and loyalty points.

Supporter Care and Communication

Heart of Midlothian FC supporters are amongst the most passionate in the world and we recognise that they make a huge financial and emotional commitment to the club they love.

With that in mind Heart of Midlothian FC aims to offer an attentive and comprehensive service.

Our team is available to manage your enquiry in an efficient and personal manner. Supporters are encouraged to use the "Contact Us" link on our website to ensure your enquiry is directed to the correct department.



Jamie McIntosh
Supporter Liaison
Officer
Heart of Midlothian Football Club
Tynecastle Park
Gorgie Road
Edinburgh
EH11 2NL.

Response Commitment

The Club aims to reply to supporter emails within two working days and to respond to written letters within seven working days.

Enquiry and Complaints Process

Enquiries are channeled to the correct department and an appropriate response will be made under the terms of our Response Commitment, as outlined above.

Ultimately, if an enquiry has not been satisfactorily resolved, supporters should address a complaint in writing (email or post) to our Supporter Liaison Officer who will further investigate the matter on your behalf.

Modern Slavery

Heart of Midlothian FC does not tolerate modern slavery or human trafficking in our Club which is a crime and a violation of fundamental human rights. Modern slavery can take many forms, including forced labour, slavery, servitude and human trafficking. This crime can manifest itself in many ways, but what each of its forms will have in common is the exploitation of a person for another person's (or organisation's) benefit. The Club will not knowingly buy goods from any supplier or manufacturer who does not comply fully with the labour, safety and other relevant laws of the countries of manufacture with respect to minimum wages, hours of work, overtime, sick pay and holiday entitlement.

We have been a living wage accredited employer since 2014 and are currently the only Football Club in Scotland who is an accredited living wage employer. We encourage all of our suppliers and contractors as part of the accreditation to pay their staff the living wage also.

Reviewed – February 2024