



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 focussed 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 either in writing, by telephone, by email or via our website and, where appropriate, through social media 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 via the "Contact Us" link on our website or 0333 043 1874 option 0*.

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' match day 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 match day 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.

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.

Alternatively, you can call us on 0333 043 1874, option 0* or write to us, including a contact telephone number to:

Support 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 channelled 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.