



## Watford Supporters Board (WSB) – What We Do and What We Don't Do

The purpose of this document is to explain what the Watford Supporters' Board (WSB) can and cannot do. The aim is to ensure transparency, avoid misunderstandings, and help supporters understand how the WSB works.

The WSB's remit includes the Men's, Women's, and Academy teams, covering Finance, Commercial, and Match-day and Supporter Engagement related matters. The WSB exists to strengthen the relationship between the Club and its supporters. We are here to ensure supporters' voices are heard, to facilitate meaningful dialogue, to ask questions, and to contribute positively to the Club's long-term success and supporter experience. The WSB is not a decision-making body and it does not assume any of the Club's responsibilities. We work in partnership with the Club, within the remit agreed, to add value, transparency, and accountability to the Club - Supporter engagement process.

The WSB's remit excludes 'on pitch' matters, such as player recruitment or selection, details of employment contracts entered by the Club, and football management appointments. Supporters are able to discuss these areas with senior Club management and coaching staff at the 'At Our Place' / fan forum events.

### What We Aim to Do

<b>Fan Engagement</b>	Act as a structured forum to enable the Club and its supporters to engage in open, two-way dialogue about key topics.
	Facilitate feedback and communication from the wider fanbase to the Club via the WSB. Contact us on <a href="mailto:questions@watfordsupportersboard.co.uk">questions@watfordsupportersboard.co.uk</a> , via our website at <a href="http://www.watfordsupportersboard.co.uk">www.watfordsupportersboard.co.uk</a> or X, Facebook & LinkedIn.
<b>Cultural and Social Diversity</b>	Promote inclusivity within the supporter base. Enable all, including historically underrepresented groups, to be acknowledged and welcomed.
<b>Championing</b>	Represent the collective views of the supporter base, provide feedback, raise questions, offer suggestions and advocate for supporters' collective interests. Examples include ticket pricing, matchday experiences, and Club policies.
<b>Communication</b>	Establish lines of communication with the Club's senior leadership and relevant staff to ensure supporter views are heard and considered. There will be 4 formal meetings a year between the WSB and senior management. Key matters arising at other times will be discussed with the relevant Club management.
	Work towards ensuring key Club decisions, especially ownership, financial, commercial and heritage matters, are communicated transparently to fans.
<b>Transparency &amp; Accountability</b>	Work with the Club under agreed terms of reference to ensure proper engagement, accountability and transparency. Promote good governance.
	Review and discuss non-playing matters at the Club including: strategy and long-term objectives, stadium and matchday experience issues, community and inclusion initiatives, heritage, supporter engagement arrangements and finances.
	Monitor, question and challenge Club proposals in a constructive way - act as a 'critical friend' to the Club.

### What We Don't Do

<b>Advisory Role</b>	The WSB is an advisory body, not a governing body. It has no decision-making power over the Club's operations, finances, player or managerial recruitment or day-to-day management.
<b>Adopt Suggestions</b>	We cannot guarantee that every suggestion or fan view raised will be adopted – the Club has the ultimate responsibility for decisions.
<b>Respond to Every Question</b>	We cannot respond directly to every question. Questions are raised with the Club at formal meetings or other agreed channels and responses will be included in minutes which will be published on the WSB website.
<b>Handle Individual Complaints</b>	We cannot handle individual complaints, personal grievances or represent every supporter personally; the WSB focuses on broad supporter issues and represents the supporter base collectively. Please see the Club's customer charter for information about complaint arbitration ( <a href="http://www.watfordfc.com/club/customer-charter">www.watfordfc.com/club/customer-charter</a> ).
<b>Act on Hearsay &amp; Rumour</b>	We will not act on hearsay or second-hand information (for example: propagate rumour engage with partisan or political matters that may alienate sections of the fanbase or cause unrest with other clubs).
<b>Breach Confidentiality</b>	We will not disclose confidential Club information or breach agreed confidentiality protocols
<b>Speak for the Club</b>	We cannot speak on behalf of the Club unless explicitly authorised to do so.