

Make a complaint form

Use this form to make a complaint.

Confirm your answers

Please check the summary below and select 'Submit' to complete your form.

Previous contact	
Have you contacted us about this before?	Yes
Do you have the reference number?	No
Tell us about your previous contact and the outcome	<p>We have been in ongoing contact with ERCL Outdoor Sports Pitches regarding pricing and management of the St Luke's High School (Synthetic) Monday 8pm–9pm slot. During Autumn/Winter we booked St Luke's 8–9pm via Pitchbooking (ad-hoc) and paid the full pitch rate. Example Pitchbooking confirmation: St Lukes High School (Synthetic), 12 Jan 2026, 8:00pm–9:00pm, cost £35.58. ERCL then advised this slot would be moved to a regular let and split into two half pitches. Spartinos applied via the ballot and was awarded Half A (regular let starting 9 Feb 2026). Since that date the other half (Half B), awarded to another club, has repeatedly been unused and placed back on Pitchbooking as available. Spartinos has booked Half B when released (example: St Lukes High School (Synthetic) – Half B, 23 Feb 2026, 8:00pm–9:00pm, cost £29.13). Half B has been returned/available on multiple weeks including 9 Feb,</p>

23 Feb, 2 Mar and 9 Mar 2026 (and other weeks). Concerns: 1. Let management/utilisation: ERCL terms state that if a let is not used for 3 weeks it should be returned, yet Half B appears to remain a regular let while being repeatedly released ad-hoc. These utilisation/return rules should be enforced consistently across all pitches/clubs. 2. Pricing fairness: When Spartinos effectively books the full pitch (Half A regular + Half B ad-hoc), ERCL charges two half-pitch prices, which is materially higher than the historic full-pitch rate for the same hour. We asked ERCL to adjust charges to the full pitch let fee (email 12 Feb 2026). ERCL replied (18 Feb 2026) that Half B must be booked/charged as a half pitch; after escalation ERCL confirmed charges are "correct" (23 Feb 2026) without addressing fairness. We request a formal review and resolution: enforce utilisation/return rules, consider reallocating Half B or converting back to a full-pitch regular let, and correct/refund overcharging where applicable.








Change

Complaint for

How would you like to make the complaint?

Myself

Contact method

How do you want to be contacted?	Letter
Your details	
First name	Aidan
Last name	Bree
Email	
Phone number	
	Change
Your address	
Building number	
Street	
Town	
Country	
Postcode	
	Change
Complaint area	
Help us direct your complaint	Parks, cemeteries and outdoor sports pitches
	Change
Complaint type	
What type of issue is it?	Council policy and procedure

Change

Details of your complaint

Does this complaint involve an individual under the age of 18?

No

Your complaint

Aidan Bree (on behalf of Spartinos) is raising a formal complaint about the management and pricing of the St Luke's High School (Synthetic) Monday 8pm–9pm booking after ERCL moved this slot from ad-hoc Pitchbooking to "Regular Lets" split into two half-pitches. Background:

- In Autumn/Winter we booked the St Luke's 8–9pm slot via Pitchbooking as an ad-hoc booking and were charged the full pitch rate (e.g. 12 Jan 2026, 8:00pm–9:00pm, £35.58).
- ERCL then advised this would become a Regular Let and be allocated in two halves.
- Spartinos applied via the ballot and was awarded Half A (regular let starting 9 Feb 2026). Issue 1 – Utilisation / return rules not being enforced:
- Since 9 Feb 2026, the other half (Half B), allocated to another club via the ballot, has repeatedly not been used and has been placed back onto Pitchbooking as available.
- Spartinos has booked Half B ad-hoc when it is released, meaning we effectively use the full pitch that hour.
- Half B has been returned/available on multiple weeks including 9 Feb, 23 Feb, 2 Mar and 9 Mar 2026 (and other weeks).
- ERCL's published terms and conditions state that

lets should be returned where they are not being used for a sustained period (we understand this to be 3 weeks). In this case, Half B appears to remain a “regular let” allocation despite repeated non-use, with the practical solution being to drip-feed it back to ad-hoc booking. This is not transparent and does not appear to apply the same utilisation/return rules consistently.

Issue 2 – Pricing fairness / inconsistency:

- When Spartinos uses the full pitch (Half A via regular let + Half B via ad-hoc), ERCL charges two half-pitch prices rather than the established full pitch price for the same hour.
- This results in Spartinos paying materially more than the historic full-pitch rate for the identical slot, despite ERCL benefiting from the pitch being fully utilised.
- We raised this with Outdoor Sports Pitches (email 12 Feb 2026). ERCL responded (18 Feb 2026) stating that because the ad-hoc booking is “only a half pitch”, it must be charged as a half pitch. We requested escalation (18 Feb 2026) and ERCL confirmed charges were “correct” (23 Feb 2026) without addressing the fairness issue or the repeated non-use of Half B by the other let holder. This complaint is about inconsistent application of ERCL’s own letting conditions, inefficient use of a public facility, and a pricing outcome that penalises a club that is actually ensuring the pitch is used.

What would be your preferred outcome for this complaint?

1. Apply utilisation/return rules consistently:

- Review the Half B regular let for St Luke's Monday 8-9pm.
- If the other let holder is not using the allocation in line with ERCL terms, formally return/remove that regular let and reallocate the slot (or half slot) transparently, rather than repeatedly releasing it ad-hoc.

2. Provide a fair and consistent charging approach:

- Where Spartinos is effectively booking and using the full pitch for the same hour (Half A regular + Half B ad-hoc), charge the full pitch rate (not two half-pitch rates), or offer an equivalent credit/adjustment so the total paid matches the full-pitch price for that slot.
- Consider backdating any adjustment/refund to the start date of the regular let (9 Feb 2026) for weeks where Spartinos booked both halves.

3. Clarify policy and process in writing:

- Confirm the exact rule ERCL applies regarding non-use of regular lets (including the "3 week return" threshold) and how it is enforced.
- Confirm what actions are taken when a regular let holder repeatedly does not use their allocation, and how ERCL ensures this is applied across all pitches and clubs consistently.

4. Prevent recurrence:

- Implement a clear mechanism so that if a half-pitch regular let is repeatedly unused, it is either reallocated or offered as a regular let to other clubs, rather than remaining in limbo and

being intermittently released ad-hoc.

[Change](#)

Upload supporting documents

You have not uploaded supporting documents

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Disclaimer

By submitting this form I confirm, to the best of my knowledge, the details I've given are correct.

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