

Your Complaint Ref: 2401-7854-6079-8469
Email: [REDACTED]@enjoyeastren.org
Date: 2 March 2026



Spartinos Secretary
[REDACTED]

Dear Spartinos Secretary

Thank you for highlighting your concerns.

Your subscription was added to begin on 9 February 2026 for Half A at St Lukes on a Monday between 8pm and 9pm. We were awaiting further information from the club successful on Half B and when this was received, we have set the subscription to begin from the next available date which has not yet started.

The price structure applies to all venues and teams where a half pitch has a regular booking, if the other half is available to be booked, this incurs a half pitch price to any team that chooses to book and doesn't change if the same team books the opposite half from their own regular booking.

Our pitch allocation policy can be found at <https://www.enjoyeastren.org/sports-arts/sports-pitches/sports-pitch-allocation-policy/>

I trust this answers the points raised.

Following the review of your complaint, the first stage of our complaints handling procedure is now complete. I've considered all of the background information and circumstances relating to your case.

If you're still dissatisfied, you can have the matter investigated through the final stage of our complaints procedure. Details of our complaints procedure are available on our website at www.eastrenfrewshire.gov.uk/make-a-complaint or can be sent to you directly.

Yours sincerely,

Support Services Manager