

Stage 2 escalation request – St Luke’s Monday 8–9 (Half A/Half B) and consistent pitch management across ERCL – Complaint ref 2401-7854-6079-8469

Dear Support Services Manager,

Thank you for your Stage 1 response. I remain dissatisfied and request escalation to the final stage (Stage 2) of the Council complaints procedure.

Your response does not address the substance of the complaint and introduces a new assertion that requires evidence.

1. Half B allocation / utilisation / return rules

You state you were “awaiting further information from the club successful on Half B” and that the “subscription... has not yet started”. However, since 9 February 2026 Half B has been repeatedly released on Pitchbooking as available and Spartinos has booked it on multiple weeks (including 9 Feb, 23 Feb, 2 Mar and 9 Mar).

Please provide:

- the name of the club awarded Half B (or, if you cannot disclose the name, confirm whether it is a club booking and provide the category/type of organisation),
- the date Half B was awarded,
- the start date ERCL set for Half B,
- the reason Half B did not start from 9 Feb if it was awarded via the same process as Half A, and
- a log of which dates Half B was released back to Pitchbooking and the reason on each occasion.

Please also explicitly confirm whether ERCL’s utilisation/return rule (i.e. returning a let after sustained non-use) applies in this scenario, and what action ERCL will take where a half-pitch regular let is not being used for multiple consecutive weeks.

2. Consistent management across all pitches

This complaint is not only about one slot. The underlying issue is whether ERCL is managing scarce public pitch capacity consistently and effectively across all venues it controls. Please confirm:

- how ERCL monitors whether regular lets are actually being used across the entire estate (including school sites and synthetic facilities),
- how “non-use” is defined (including the “3 week return” threshold),
- what standard actions are taken when the threshold is met (e.g. warnings, reclaiming/returning lets, reallocation), and
- how ERCL ensures these rules are applied consistently across all clubs and all pitches (not on an ad-hoc or complaint-driven basis).

3. Pricing fairness

Your response states the “price structure applies to all venues and teams” but does not address the fairness issue raised: ERCL changed the booking model from full pitch ad-hoc (e.g. £35.58

for St Luke's 8–9pm) to split half-pitch regular lets, and where Spartinos books both halves to ensure the full pitch is used, we are charged two half-pitch prices (materially higher than the historic full-pitch price for the identical hour).

Please confirm:

- the current full pitch price for St Luke's 8–9pm and the half-pitch price, and
- why ERCL considers it reasonable to charge more than the full pitch price when the same club is using the full pitch for the same hour.

4. Remedy requested

Please confirm whether ERCL will:

A) For St Luke's Monday 8–9pm:

- convert the slot back to a full-pitch regular let (or offer Spartinos the other half as a regular let), and/or
- reallocate/reclaim Half B if it is not being used in line with ERCL's utilisation/return rules, and
- adjust/refund charges for weeks where Spartinos effectively booked and used the full pitch (Half A regular + Half B ad-hoc).

B) For broader consistency across the estate:

- implement and publish a clear, consistently applied process for identifying and reclaiming unused regular lets across all pitches/venues,
- confirm how compliance will be monitored (including school sites), and
- confirm what reporting/audit information is retained to evidence that utilisation/return rules are applied consistently across all clubs and venues.

Please treat this as a Stage 2 escalation and confirm the Stage 2 reference and response timescale.

Regards,

Aidan [REDACTED]

[REDACTED]

[REDACTED]