
Complaint Ref: 2401-7854-6079-8469 Stage 2 Response

ERCLT Business Support [REDACTED]@enjoyeastren.org>
To: "aidan [REDACTED]" >

27 March 2026 at 12:31

OFFICIAL

Dear Spartinos Secretary,

Complaint Ref: 2401-7854-6079-8469

This is a response to your email dated 6 March 2026.

As previously confirmed, the regular let on Half Pitch B has not yet begun. The venue remained open for bookings while we awaited information from the other club, which was received on 18 February 2026. As your club had been booking Half B on an ad hoc basis, Half B's regular let was scheduled to start from the next available date of 16 March 2026.

The utilisation rules do not apply, as the club's regular subscription has not yet commenced.

Under the Sports Pitch Allocation Policy, teams that book a pitch and fail to attend on more than three consecutive occasions without notifying Enjoy East Ren will be charged the full price each time, and the booking will be cancelled after the third non-attendance. This is monitored through our No-Show process, with venue staff reporting any missed sessions without prior cancellation.

We have chosen to move to offer half pitch lets to increase training opportunities for clubs, and we will continue to offer these to maximise community access as there is more local club demand than the supply of pitches and we are endeavouring to accommodate as many local clubs as possible. The established half pitch and full pitch pricing structure has been in place for some time, and we have no current plans to change this.

We're committed to giving high quality customer service. We value feedback and use it to help us improve our services, but your clubs' "constant and very frequent complaints" are interfering with our business operations. It is my judgement that we have fully answered your complaint about full pitch and half pitch letting and charges, and I don't intend to spend any further time answering and explaining the same issue.

It has been a constant complaint from Spartinos over several years that we are not managing the authorities sports pitch capacity consistently and effectively across East Renfrewshire. That is your opinion and as I have already stated I do not intend to respond to this or other assertions about ERCL's management of sports pitch bookings from your club any further.

I've completed my investigation of the issues that you've raised in line with the final stage of our complaints handling procedure

Following this investigation, my review of your complaint is now closed, and this is the end of our complaints process.

If you're still dissatisfied, the Scottish Public Services Ombudsman (SPSO) is the final stage for complaints relating to public services in Scotland. Their service is independent, free and confidential.

The SPSO can't normally look at complaints about events that happened more than 1 year ago or matters that have been or will be considered in court. They'll ask you to complete a complaint form and provide a copy of this letter. You can do this online at <https://www.spsso.org.uk/complain/form/start/>

The SPSO can be contacted online at www.spsso.org.uk/contact-us or by calling Freephone 0800 377 7330. They can also be contacted by FREEPOST SPSO or SPSO, Bridgeside House, [99 McDonald Road, Edinburgh, EH7 4NS](#).

Yours sincerely

Ian Pye
Head of Sport and Physical Activity



www.enjoyeastren.org



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East Renfrewshire Culture and Leisure is a charity registered with the office of the Scottish Charity Regulator (No SC045726)

Registered office: [1 Burnfield Avenue, Giffnock, East Renfrewshire, G46 7TL](#)

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