

Example of a Completed Stage 2 Complaint

FICTIONAL EXAMPLE FOR GUIDANCE ONLY

This continues the fictional Stage 1 example concerning holes in the door of beach hut R27. All names, contact details, dates, references and circumstances are invented.

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28 October 2026

To: Executive Head of Service, Havant Borough Council

Send to: customer.services@havant.gov.uk

Copy to: hutters@hibha.org

Public Service Plaza
Civic Centre Road
Havant
PO9 2AX

Dear Sir or Madam,

Subject: Request for Stage 2 Escalation - Complaint Reference HBC-COM-2026-01482

I am writing to request formally that my complaint concerning the failure to repair holes and rotten timber in the door of council-rented beach hut R27 be escalated to Stage 2 of the council's complaints procedure.

I submitted my Stage 1 complaint on 23 September 2026. The council acknowledged it under reference HBC-COM-2026-01482, and I received the Stage 1 response dated 21 October 2026. I remain dissatisfied with both the outcome and the way the complaint was handled.

I remain dissatisfied for the following reasons:

- 1. The main issue remains unresolved.** The Stage 1 response says that the door has been placed on a routine maintenance list, with work expected within twelve weeks. The holes remain open and rainwater is still able to enter the hut. It is not reasonable to leave the door in this condition through further autumn and winter weather.
- 2. The response does not adequately address the delay.** I first reported the damage on 8 June 2026 and followed it up several times. The Stage 1 response does not explain why my original report was not acknowledged, why I was not given a job or reference number, or why no effective action was taken for more than four months.

- 3. Relevant evidence was not properly considered.** The response refers to the damage as minor but does not address my photographs showing that the holes became larger, the rotten timber around them, or the evidence of water inside the hut after wet weather.
- 4. The proposed resolution is inadequate.** The response does not provide a firm repair date or explain what temporary action will be taken to prevent further water ingress. It also refuses reimbursement of the £28 I reasonably spent on temporary protective materials, without explaining why that expense is not recoverable.
- 5. The wider impact has not been addressed.** The response does not acknowledge the repeated journeys I have made to check the hut, the loss of use of part of it, or the continuing worry about security, damp and further damage to its contents.

Outcome sought at Stage 2

To resolve the matter, I would like the council to arrange an urgent inspection and give me a firm date for the door to be properly repaired or replaced. Pending the full repair, the holes should be made weatherproof and secure. I would also like the council to inspect the interior for any damage caused by water ingress, reimburse the £28 cost of temporary protection, explain the delay and failure to act on my earlier reports, and apologise for the inconvenience caused.

Please acknowledge this Stage 2 escalation, confirm that it has been registered against complaint reference HBC-COM-2026-01482, and provide the name or position of the senior officer responsible for the review.

Please also confirm the date by which I should expect the Stage 2 response. If the council cannot respond within its published timeframe, please explain the reason and provide a revised response date.

I attach my original Stage 1 complaint, the Stage 1 response and the evidence previously supplied.

I look forward to hearing from you.

Yours faithfully,

Bill Hutter