

Example of a Completed Stage 1 Formal Complaint

FICTIONAL EXAMPLE FOR GUIDANCE ONLY

All names, contact details, dates, hut details and circumstances in this example are invented. They show the type and level of information that may be helpful when completing your complaint.

Bill Hutter

1 Beach Hut Lane

Hayling Island

Hampshire

PO11 1BH

Telephone: 07700 900123

Email: bill.hutter@example.com

23 September 2026

To: customer.services@havant.gov.uk

Copy to: hutters@hibha.org

Havant Borough Council

Public Service Plaza

Civic Centre Road

Havant

PO9 2AX

Dear Sir or Madam,

Subject: Stage 1 Formal Complaint - holes in the door of rented beach hut R27

I am writing to submit a Stage 1 formal complaint concerning the failure to repair holes in the door of council-rented beach hut R27 at Hayling Island. I have reported the problem several times, but the door has still not been repaired and I have not been given a firm date for the work.

The relevant events are as follows:

- **8 June 2026:** I noticed two holes and areas of rotten timber in the lower part of the door. Rainwater was entering the hut, so I photographed the damage and reported it to the council by email.
- **18 June 2026:** Having received no acknowledgement, I telephoned Customer Services. I was told that the report would be passed to the relevant team, but I was not given a job or reference number.
- **2 July 2026:** I sent a further email with the photographs attached again. I explained that the holes were getting larger and that the contents of the hut were at risk from rain, damp and pests.
- **15 July 2026:** An officer replied to say that the matter had been referred for inspection. No inspection date was provided.
- **12 August 2026:** I telephoned again because the repair had still not been carried out. I was unable to obtain a clear update or a date for the work.

- **18 September 2026:** After further wet weather, I found additional water inside the hut. The door remains damaged and the holes are still open.

How this has affected me

The unresolved damage has caused continuing worry about the security and condition of the hut. I have had to make repeated journeys to check for water ingress and move items away from the door. Some items became damp, and I have spent approximately £28 on temporary plastic sheeting and protective materials. I have also lost use of part of the hut because belongings must be stored away from the damaged area.

Evidence attached

- Photographs taken on 8 June and 18 September 2026 showing the holes and rotten timber.
- Copies of my emails dated 8 June and 2 July 2026.
- A copy of the council reply dated 15 July 2026.
- Receipts for temporary protective materials totalling approximately £28.

What I would like the council to do

To resolve my complaint, I would like the council to inspect the hut promptly and properly repair or replace the damaged door. I would also like the council to check whether water ingress has caused any further damage, reimburse my reasonable cost of £28 for temporary protection, and explain why my earlier reports did not result in a timely repair.

Please confirm that this has been registered under the council's formal complaints procedure and provide me with a complaint or claim reference number. This number is important so that I can track the complaint, quote it in all future correspondence and use it if I need to escalate the matter to Stage 2.

Please also confirm the date by which I should expect to receive the council's full response.

I look forward to receiving your acknowledgement and complaint or claim reference number.

Yours faithfully,

Bill Hutter