



Southsea Skatepark Trust
Clarence Esplanade
Southsea
PO5 3NZ
023 92 295360

SKATEPARK COMPLAINTS POLICY

Effective From: July 2025
Review Cycle: Every 12 Months

The Trust seeks to deliver its services to a high standard and recognises the right of skatepark users to complain when they feel we have fallen short. We will therefore ensure that all complaints:

- Are acknowledged and recorded
- Are dealt with promptly
- Will be dealt with confidentially

A justified complaint is defined as an instance when the Trust is at fault because it failed to do something it should have done or has done something which it should not have done.

Procedure

The Trust has a two stage procedure and the complainant has a right to escalate the complaint to the second stage - subject to a clear explanation of why they were dissatisfied with the outcome of the investigation at the earlier stage and what more they think the Trust should do.

Stage 1

- An acknowledgement of the receipt of the complaint will be sent within 7 working days
- An investigation of the complaint will be carried out by the manager and the trustee or trustees designated to deal with the complaint
- A response will be sent within 15 working days

Stage 2

- Clear reasons for dissatisfaction with the outcome at stage 1 and the reasons for escalation must be received no later than 10 working days from the receipt of the stage 1 reply
- An acknowledgement of the receipt of the request to escalate the complaint will be sent within 7 working days
- A response will be sent from the Chair of Trustees within 15 working days

The complainant will be informed in writing of any delays and when a full response can be expected.

Contact and Reporting

If you need to report an issue, raise a concern, or seek clarification, please contact:

Southsea Skatepark Trust
Email: contact@southseaskatepark.org
Charity Registration No: 1141066
Website: www.southseaskatepark.org

Whether you're skating, spectating, working, or supporting an event — thank you for helping to keep it a safe, welcoming, and positive place for everyone.