

Ask for/Gofynnwch

Our Ref/Ein Cyf

Your Ref/Eich Cyf

Tel/Ffôn

Direct Dial/Rhif

DX

E-Mail/E-Bost

Neil Sargeant

NS

MB July 12

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Newport
CITY COUNCIL
CYNGOR DINAS
Casnewydd

[REDACTED]
10 Traston Avenue
Newport
NP194TE

Civic Centre/Canolfan Ddinesig
Newport/Casnewydd
South Wales/De Cymru
NP20 4UR

13th July 2012

Dear [REDACTED]

Stage 1 Complaint – Loud music overnight

Ref Number - 248551

I refer to the telephone conversation earlier this week with Mr Beese in response to the concerns you raised over loud music during an event at the Sports Village last weekend.

I have considered your complaint in accordance with Stage 1 of the Council's Corporate Complaints Policy and my findings are set out below.

Music was played as discussed as a part of the overnight charity football event.

The hirer was spoken to but we failed to ensure the music was turned down sufficiently or turned off.

I offer my apologies for this and can confirm this was a one off event. We will ensure this does not happen again in the future as per our discussion.

Should you wish me to contact you directly I will be more than happy to do so but understood this was not necessary having spoken with Mr Beese.

If you are unhappy with the outcome of my investigation you are able ask for your complaint to be considered under Stage 2 of the Council's Corporate Complaints Policy. (This involves a senior officer reconsidering your complaint.)

If you wish to do this, please write to the following address:

Customer Services Manager - Complaints
Newport City Council
Civic Centre
Newport NP20 4UR

If we do not hear from you within 15 working days from the date of this letter we will assume that you wish the matter to be closed.

Yours sincerely [REDACTED]

Neil Sargeant
Manager, Wales National Velodrome