



## Lighting Management Plan – 3G pitch

26/11/2023  
V-0.1

Review date: -  
November 2024

Make and model of light	Midstream LED floodlight Modus S1500
Number of lights and power	8 x Poles Total Floodlights: 12 x Modus S1500 NS (5000K) Total Power Installed: 18 kW
Date of installation	Original date of installation January 2006 Upgraded to LED November 2023
Location of lights	Artificial Grass Pitch Maplesden Noakes School Buckland Road Maidstone Kent ME16 0TJ
Hours of operation	0900hrs and 2200hrs Monday to Friday 0900hrs and 1600hrs on Saturday and Sunday
Measures to ensure that the lighting minimises spillage	Any changes to the lighting design and lights are subject to a planning application.
Lighting is maintained as it is installed	5 yearly Maintenance Inspection are in place.  5 yearly lux testing and report undertaken

<p>Named contact where complaints can be directed</p>	<p>Facilities Manager  generalenquiries@maplesden.kent.sch.uk</p>
<p>Procedures for responding to complaints</p>	<p>A written acknowledgement of a complaint to the complainant within five business days of its receipt, giving the name or job title of the individual handling the complaint.</p> <p>On receipt of a complaint, the respondent will:</p> <p>(1) send the complainant a prompt written acknowledgement providing early reassurance that it has received the complaint and is dealing with it; and  (2) ensure the complainant is kept informed thereafter of the progress of the measures being taken for the complaint's resolution.</p> <p>Final or other response will be provided within 2 weeks</p> <p>The respondent will, by the end of 10 working days after its receipt of the complaint, send the complainant:</p> <p>(1) a 'final response', being a written response from the respondent which:  (a) accepts the complaint and, where appropriate, offers redress or remedial action; or  (b) offers redress or remedial action without accepting the complaint; or  (c) rejects the complaint and gives reasons for doing.</p>

	Aim to resolve complaints at the earliest possible stage.
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