

DERWENT POOL – CUSTOMER COMMENTS FEEDBACK

APRIL- JUNE 09	very good	good	fair	poor	very poor
Efficiency of the staff	3	1	1	1	0
Helpfulness of the staff	3	1	1	1	0
Courtesy of the staff	3	2	1	0	0
General cleanliness	3	1	2	0	0
Condition of the facilities	2	2	2	0	0
Safety and security	3	2	1	0	0
Pool water temperature	2	1	3	0	0
Air temperature	2	3	1	0	0
Value for money	2	4	0	0	0
Overall experience	3	1	1	0	0
	26	18	13	2	0

COMMENTS	ACTION
Never anyone on the desk when you come in, customers have to look for staff	Unfortunately staff have to leave reception on changeover or if they are dealing with an incident. We do try to ensure that reception is covered at all times, but this is not always possible
There is no mirror or hairdryer in the disabled toilet. Do you think these are not important to disabled people.	We have passed a defect report on to RDC in order to address these issues
Your main entrance (the first place public see) is and has been dirty and unkempt for some time - not a complaint - an observation	Work is planned for replacement doors - in the meantime we will ensure it is kept clean and tidy
Please can you encourage the members of the swim club to use the lockers instead of taking up bench space with their clothes making it difficult to get dressed	We will liaise with the swimming club
A survey by staff on client behaviour! The staff are stretched at times needing to be on the poolside and at the desk. Do people realise how much care staff put in to keep it in such good condition	
None	

LIFESTYLES – CUSTOMER COMMENTS FEEDBACK

APRIL- JUNE 09	very good	good	fair	poor	very poor
Efficiency of the staff	0	0	0	0	0
Helpfulness of the staff	0	0	0	0	0
Courtesy of the staff	0	0	0	0	0
General cleanliness	0	0	0	0	0
Condition of the facilities	0	0	0	0	0
Condition of the equipment	0	0	0	0	0
Safety and security	0	0	0	0	0
Air temperature	0	0	0	0	0
Value for money	0	0	0	0	0
Overall experience	0	0	0	0	0
	0	0	0	0	0

COMMENTS	ACTION
None	
None	
None	

NRLC – CUSTOMER COMMENTS FEEDBACK

APRIL – JUNE 09	very good	good	fair	poor	very poor
Efficiency of the staff	4	1	1	0	0
Helpfulness of the staff	4	1	1	0	0
Courtesy of the staff	5	1	0	0	0
General cleanliness	2	2	1	0	0
Condition of the facilities	3	0	2	0	0
Safety and security	4	1	0	1	0
Value for money	5	0	1	0	0
Overall experience	3	3	0	0	0
	30	9	6	1	0

COMMENTS	ACTION
None	
A very enjoyable class - Alex very helpful and enthusiastic	
First time at class but disappointed, no initial stretching after warm up, no originality in routine and not structured when instructor then lets class have own choice of exercise	
Slightly longer for food or between parties - as it seems a rush to get cleaned up for next people who were queuing to get in.	We will look at party scheduling
Please can you supply somewhere to lock bikes up safely and some new safety matting for gymnastics	Currently looking into the provision of both items
No skates larger than size 8 available at 5.10pm.	Looking into purchasing some new ones
Size 9, 10, 11 & 12 skates would be good	
Provision of a bike rack	
Excellent! Staff very helpful	
Bike park for cycles	

RYEDALE POOL – CUSTOMER COMMENTS FEEDBACK

APRIL – JUNE 09	very good	good	fair	poor	very poor
Efficiency of the staff	5	0	1	0	0
Helpfulness of the staff	5	0	0	0	0
Courtesy of the staff	5	0	0	1	0
General cleanliness	5	1	0	0	0
Condition of the facilities	4	2	0	0	0
Safety and security	5	1	0	0	0
Pool water temperature	3	3	0	0	0
Air temperature	4	2	0	0	0
Value for money	5	1	0	0	0
Overall experience	4	1	0	1	0
	45	11	1	2	0

COMMENTS	ACTION
Give us Wendy back please!	Unfortunately this member of staff is now working at NRLC
Have Wendy doing Aqua	
Excellent, especially as over 60 it was free for myself and my husband!	
Far superior to David Lloyd Leisure who cannot keep a pool clean and have totally Disinterested staff!	
Next time it's lifeguard training, could there be a notice to say only 1/2 pool is available and float session is only 15mins long?	Sorry for any inconvenience caused, a Notice was in reception for a week prior to the exams taking place
Alter angle of shower heads in gents - too close to wall and you have to crunch your face against wall to get under it!	This problem has previously been reported to RDC. Your comments will be forwarded to them