

DERWENT POOL – CUSTOMER FEEDBACK

OCTOBER TO DECEMBER 2009	very good	good	fair	poor	very poor
Efficiency of the staff	1	0	0	0	0
Helpfulness of the staff	1	0	0	0	0
Courtesy of the staff	1	0	0	0	0
General cleanliness	0	0	1	0	0
Condition of the facilities	0	1	0	0	0
Safety and security	0	0	0	0	0
Pool water temperature	1	0	0	0	0
Air temperature	1	0	0	0	0
Value for money	0	0	1	0	0
Overall experience	0	0	0	1	0
	5	1	2	1	0

November	Please don't allow noisy, splashy children who want to play and not swim, to the lane session on a Wednesday evening	The age limit for this session is 14yrs +
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LIFESTYLES – CUSTOMER COMMENTS FEEDBACK

OCTOBER TO DECEMBER 2009	very good	good	fair	poor	very poor
Efficiency of the staff	1	0	0	0	0
Helpfulness of the staff	1	0	0	0	0
Courtesy of the staff	1	0	0	0	0
General cleanliness	1	0	0	0	0
Condition of the facilities	1	0	0	0	0
Safety and security	1	0	0	0	0
Value for money	0	1	0	0	0
Overall experience	1	0	0	0	0
	7	1	0	0	0

RYEDALE POOL – CUSTOMER COMMENTS FEEDBACK

OCTOBER TO DECEMBER 2009	very good	good	fair	poor	very poor
Efficiency of the staff	6	2	0	0	0
Helpfulness of the staff	7	1	0	0	0
Courtesy of the staff	7	1	0	0	0
General cleanliness	6	3	0	0	0
Condition of the facilities	5	2	1	0	0
Safety and security	5	2	0	0	0
Pool water temperature	2	4	0	2	0
Air temperature	4	3	1	0	0
Value for money	7	0	1	0	0
Overall experience	6	2	0	0	0
	55	20	3	2	0

October	Please state on your leaflet that holidays are from Monday to Sunday for half term and not Saturday! Will save a wasted journey and confused kids	Sorry for any inconvenience caused, our holiday programme always starts on the Monday of each holiday due to our swimming lesson programme
November	More heat in water!	
	The hairdryer by the door in the changing rooms is once again not working. Can I suggest you move it higher up so children cannot play with it.	This has been reported to RDC and is awaiting repair. The comments will be passed on.
	Use hand dryers high up for hairdryers.	
	A very pleasant experience, nice clean pool and lovely staff.	
	I came to watch granddaughter's swimming lesson - I was very impressed. I think, although pool is smaller, the standard of coaching compared with Water World is better.	
	Make the pool warmer on parent & toddler sessions - my child was shivering and had blue lips on a special toddler session	Unfortunately it is not possible to alter the water temperature for just one session. It takes hours to increase / decrease the temperature of the pool water
December	Excellent facilities, staff very friendly and helpful, amazingly clean pool & facilities. Thank you!	
	The slide could be open when there are 3 members of staff available, especially as the pool only had about 8 swimmers in it.	Unfortunately 4 members of staff are required in order to operate the flume - 3 must be on poolside covering the flume entrance steps, catch tank and pool itself. The other staff member covers reception and changing rooms.