

DERWENT POOL - CUSTOMER COMMENTS FEEDBACK

OCT TO DEC 2008	Very good	Good	Fair	Poor	Very poor
Efficiency of the staff	✓✓✓✓✓	✓✓		✓	
Helpfulness of the staff	✓✓✓✓✓	✓✓			✓
Courtesy of the staff	✓✓✓✓✓	✓	✓		✓
General cleanliness	✓✓✓	✓✓✓	✓		✓
Condition of the facilities	✓✓	✓✓✓✓	✓	✓	
Safety and security	✓✓✓	✓✓✓✓			✓
Pool Water temperature	✓✓	✓✓✓		✓	✓✓
Air temperature	✓✓	✓✓✓	✓✓		✓
Value for money	✓✓	✓✓	✓✓	✓	✓
Overall experience	✓✓✓✓	✓	✓	✓	✓
TOTAL	33	25	8	5	9

COMMENTS RECEIVED	ACTION TAKEN
A great experience with our 3 children under 5. Baby facilities were great, staff helpful – thank you!	
Need to open earlier on morning for working people	Pool opens at 7.30am on a Tuesday & Thursday morning
Hooks in male slower area, nowhere for my towel!	Will pass request on to RDC
DVSC were told by a member of staff to go through the showers, yet tonight no ladies showered before entering the pool	For health & hygiene reasons, pre-swim showers have been installed in both the male and female change.
On Tuesday I was told off by a member of staff for not showering, yet not one woman was told to shower.	Showering before entering the pool improves the environmental conditions and helps us maintain better water quality. Although we are encouraging all customers to use these facilities, the onus is on each individual and we apologise if we have come across abruptly.
It would be great to have a COLD shower for the sauna! Thanks	We will speak to Ryedale District Council to see if this is possible
£1.65 fee if in full time education	
Unfailingly courteous and helpful staff. Only improvement would be huge injection of capital to modernise pool facility.	
Could do with more lighting near bike lock-up area.	Will pass these comments on to RDC.

LIFESTYLES - CUSTOMER COMMENTS FEEDBACK

OCT TO DEC 2008	Very good	Good	Fair	Poor	Very poor
Efficiency of the staff					
Helpfulness of the staff					
Courtesy of the staff					
General cleanliness					
Condition of the facilities					
Condition of the equipment					
Safety and security					
Air temperature					
Value for money					
Overall experience					
TOTAL	0	0	0	0	0

COMMENTS RECEIVED	ACTION TAKEN
No comments received	

NRLC - CUSTOMER COMMENTS FEEDBACK

OCT TO DEC 2008	Very good	Good	Fair	Poor	Very poor
Efficiency of the staff	✓✓✓✓✓✓✓✓✓✓				
Helpfulness of the staff	✓✓✓✓✓✓✓✓✓✓				
Courtesy of the staff	✓✓✓✓✓✓✓✓✓✓	✓			
General cleanliness	✓✓✓✓✓✓✓✓✓✓	✓✓			
Condition of the facilities	✓✓✓✓✓✓✓✓	✓✓✓			
Safety and security	✓✓✓✓✓✓✓✓✓✓	✓✓			
Value for money	✓✓✓✓✓✓✓✓✓✓	✓✓			
Overall experience	✓✓✓✓✓✓✓✓✓✓				
TOTAL	70	10			0

COMMENTS RECEIVED	ACTION TAKEN
Leisure Attendant was <u>very</u> helpful and obliging. Interacted extremely well with the children	
6 month direct debit option when joining would be good	6 month cash membership is available
Very helpful staff – excellent facilities	
Very helpful staff – thank you	
For me you can do no more – excellent	
Excellent service this time!	
Very happy with the variety of kids activities on offer.	
Thank you for giving our children such a memorable and fun time. They enjoyed all the varied activities and the staff were all very kind.	

RYEDALE POOL - CUSTOMER COMMENTS FEEDBACK

OCT TO DEC 2008	Very good	Good	Fair	Poor	Very poor
Efficiency of the staff	✓✓✓✓✓✓✓✓✓✓	✓	✓		
Helpfulness of the staff	✓✓✓✓✓✓✓✓✓✓	✓✓			
Courtesy of the staff	✓✓✓✓✓✓✓✓✓✓	✓			
General cleanliness	✓✓✓✓✓✓✓✓✓✓	✓✓✓			
Condition of the facilities	✓✓✓✓✓✓✓✓	✓✓✓✓			
Safety and security	✓✓✓✓✓✓✓✓	✓✓	✓		
Pool Water temperature	✓✓✓✓✓✓✓✓	✓	✓✓	✓	
Air temperature	✓✓✓✓✓✓✓✓	✓✓	✓✓		
Value for money	✓✓✓✓✓✓✓✓✓✓	✓✓			
Overall experience	✓✓✓✓✓✓✓✓✓✓	✓✓			
TOTAL	88	20	6	1	

COMMENTS RECEIVED	ACTION TAKEN
Brilliant	
Put the music back on!	Music is usually on during a public swim – apologies for this not being the case.
We look forward to coming to the pool as a family each year when we are staying at Thornton-le-Dale.	
There is no need for improvement. Very good facilities – the best I have been to.	
Provide better lighting so that when bad weather the pool looks as if it is open for business	We are currently looking at our energy consumption and trying to reduce usage, especially with the lighting
Reception looks dark and gloomy! Dull outside, dull inside! More lights please on dull days!	- we will bear these comments in mind though.
More showers perhaps	
Why not rent out the equipment for a nominal fee, say 20p	
How about running a course / session for adults who can already swim but want to improve / plan fitness training / learn new strokes etc	Will speak to staff and look into the possibility.
Pool water temperature – excellent	
Parties have always provided invitations. Not given today – do I get a reduction on party?	Party invites were always given free of charge, but increasingly unwanted due to parents producing their own. We have decided to stop the invites and will be replacing with a new initiative – watch this space!