

DERWENT POOL – CUSTOMER FEEDBACK

JANUARY TO MARCH 2012	very good	good	fair	poor	very poor
Efficiency of the staff	2	0	2	0	0
Helpfulness of the staff	0	0	1	1	0
Courtesy of the staff	0	0	2	0	0
General cleanliness	0	2	0	0	1
Condition of the facilities	0	1	1	0	0
Condition of the equipment	0	1	0	0	0
Safety and security	0	1	3	0	0
Air temperature	0	2	2	0	0
Value for money	0	1	3	0	0
Overall experience	0	2	2	1	0
	2	10	16	2	1

Jan	Pool water temperature is cold.	Please report to reception if you feel the temperature is cold and we will take a reading and inform RDC.
February	Please could we have coat pegs by the shoe station in the women's changing room somewhere to hang coats when putting shoes on.	We have looked into putting up pegs for coats at the shoe station unfortunately the wall is not a load bearing wall and just a thin plaster board. which would not hold any weight. However we will look into alternative solutions for this.
	Larger seating area at female shoe station.	We have put a larger bench in place for the shoe station in the female changing area.
March	Female toilets smelled of urine.	Please report to reception if you feel the changing areas are untidy. The changing areas are checked regularly although at times of lessons there may be longer periods before they are checked.

LIFESTYLES – CUSTOMER COMMENTS FEEDBACK

JANUARY TO MARCH 2012	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
Safety and security	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

January	no comments
February	no comments
March	no comments

RYEDALE POOL – CUSTOMER COMMENTS FEEDBACK

JANUARY TO MARCH 2012	very good	good	fair	poor	very poor
Efficiency of the staff	2	3	0	0	0
Helpfulness of the staff	0	4	1	0	0
Courtesy of the staff	0	4	1	0	0
General cleanliness	0	3	2	0	0
Condition of the facilities	0	2	3	0	0
Condition of the equipment	0	3	2	0	0
Safety and security	0	2	3	0	0
Air temperature	0	2	3	0	0
Value for money	0	2	3	0	0
Overall experience	0	2	3	0	0
	2	27	21	0	0

January	Pool water is cold as is the changing rooms.	Along with the water temperature the changing room temperature is controlled from Ryedale house. We take regular readings and inform RDC should the temperature be below what is acceptable. Please inform reception if you feel it is cold, who will then notify RDC once a reading is taken.
	More key rings on changing room lockers.	We will attach key rings to those lockers that have bands missing.
February	An enjoyable swim	
March	No comments received	