

DERWENT POOL – CUSTOMER FEEDBACK

APRIL TO JUNE 2012	very good	good	fair	poor	very poor
Efficiency of the staff	2	0	0	0	0
Helpfulness of the staff	2	0	0	0	0
Courtesy of the staff	2	0	0	0	0
General cleanliness	1	1	0	0	0
Condition of the facilities	1	1	0	0	0
Safety and security	1	1	0	0	0
Pool water temperature	1	0	0	0	0
Air temperature	1	1	0	0	0
Value for money	1	1	0	0	0
Overall experience	1	1	0	0	0
	13	6	0	0	0

MONTH	COMMENTS	ACTION
April	Get the showers to work correctly in the mens showers need to run longer.	Unfortunately due to the hard water, the lime scale builds up very quickly and cloggs up the shower heads and push buttons, meaning they do not stay on very long.
May	None	
June	Why is there a ladies only session but no equivalent men only session? This is sex discrimination. I can use these facilities less because I am male.	The ladies only sessions have been established for a very long time, and we have received very few requests for a men only session, but this will be discussed by the Management Team and Board of Management.

LIFESTYLES – CUSTOMER COMMENTS FEEDBACK

OCTOBER TO DECEMBER 2011	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

MONTH	COMMENTS	ACTION
April	No comments received	
May	No comments received	
June	No comments received	

RYEDALE POOL – CUSTOMER COMMENTS FEEDBACK

APRIL TO JUNE 2012	very good	good	fair	poor	very poor
Efficiency of the staff	0	1	0	0	0
Helpfulness of the staff	0	1	0	0	0
Courtesy of the staff	0	1	0	0	0
General cleanliness	0	1	0	0	0
Condition of the facilities	0	1	0	0	0
Safety and security	0	1	0	0	0
Pool water temperature	0	0	0	1	0
Air temperature	0	0	1	0	0
Value for money	0	0	1	0	0
Overall experience	0	0	1	0	0
	0	6	3	1	0

MONTH	COMMENTS	ACTION
April	Pool water temperature was cool.	We are liaising with RDC regarding the problems surrounding the water temps.
May	No comments received	
June	No comments received	