

DERWENT POOL – CUSTOMER FEEDBACK

JULY TO SEPTEMBER 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	0	1	1	0	0
Condition of the facilities	0	0	1	1	0
Safety and security	0	1	0	0	0
Pool water temperature	0	1	0	0	0
Air temperature	0	0	1	0	0
Value for money	0	0	1	0	0
Overall experience	0	1	0	0	1
	6	4	4	1	1

July	No comments received	
August	No comments received	
September	No comments received	

LIFESTYLES – CUSTOMER COMMENTS FEEDBACK

JULY TO SEPTEMBER 2012	very good	good	fair	poor	very poor
Efficiency of the staff	2	1	0	0	0
Helpfulness of the staff	2	1	0	0	0
Courtesy of the staff	2	1	0	0	0
General cleanliness	0	1	2	0	0
Condition of the facilities	0	0	0	1	0
Safety and security	0	1	2	0	0
Value for money	0	0	2	1	0
Overall experience	0	2	1	0	0
	6	7	7	2	0

July	No comments received	
August	Lighting in the Sports Hall is "Poor"	New bulbs were installed
September	Mens showers cold	Work done to boiler and issue resolved

RYEDALE POOL – CUSTOMER COMMENTS FEEDBACK

JULY TO SEPTEMBER 2012	very good	good	fair	poor
Efficiency of the staff	1	0	0	0
Helpfulness of the staff	1	0	0	0
Courtesy of the staff	1	0	0	0
General cleanliness	0	1	0	0
Condition of the facilities	0	1	0	0
Safety and security	0	1	0	0
Pool water temperature	0	1	0	0
Air temperature	0	0	0	1
Value for money	0	0	1	0
Overall experience	0	0	1	0
	3	4	2	1

August	No comments received	
September	No comments received	
October	No comments received	