

## DERWENT POOL – CUSTOMER FEEDBACK

<b>OCTOBER TO DECEMBER 2012</b>	<b>very good</b>	<b>good</b>	<b>fair</b>	<b>poor</b>	<b>very poor</b>
Efficiency of the staff	0	0	0	1	0
Helpfulness of the staff	0	0	0	0	0
Courtesy of the staff	0	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
Pool water temperature	0	1	0	0	0
Air temperature	0	1	0	0	0
Value for money	0	1	0	0	0
Overall experience	0	1	0	0	0
	3	0	0	1	0

<b>MONTH</b>	<b>COMMENTS</b>	<b>ACTION</b>
October	No comments received	
November	Having to wait 20mins to pay - happened for last 2 weeks	
December	No comments received	

## RYEDALE POOL – CUSTOMER COMMENTS FEEDBACK

<b>OCTOBER TO DECEMBER 2012</b>	<b>very good</b>	<b>good</b>	<b>fair</b>	<b>poor</b>	<b>very poor</b>
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	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	1	0	0
Air temperature	0	0	0	0	1
Value for money	0	0	1	0	0
Overall experience	0	0	1	0	0
	3	3	3	0	1

<b>MONTH</b>	<b>COMMENTS</b>	<b>ACTION</b>
October	No comments received	
November	No comments received	
December	No comments received	