

ANNEX B

DERWENT POOL – CUSTOMER FEEDBACK

JANUARY TO MARCH 2013	very good	good	fair	poor	very poor
Efficiency of the staff	4	0	0	0	0
Helpfulness of the staff	3	0	0	0	0
Courtesy of the staff	4	0	0	0	0
General cleanliness	2	1	0	0	0
Condition of the facilities	2	0	1	0	0
Condition of the equipment	1	0	0	0	0
Safety and security	1	1	0	0	2
Air temperature	2	0	0	0	2
Value for money	2	1	0	0	1
Overall experience	2	0	1	1	0
	23	3	2	1	5

January	Improve water temperature	Being closely monitored by ourselves and RDC Property Management
	Not charge full paying gym members for loyalty card	1000 loyalty points awarded to all annual members
February	Modesty screen near ladies shower needed	
	Pool & changing area too cold for children swimming	Working with RDC on heating problems and trying to encourage customers to remove outdoor shoes on entering changing rooms to cut down dirt
	Changing area is cramped and was a bit dirty.	
	Why do we have to wait until 2.30 to get changed when the session starts at 2.30? It takes a while to change children - can't we be trusted?	Will discuss with the staff.
March	No comments received	

LIFESTYLES – CUSTOMER COMMENTS FEEDBACK

JANUARY TO MARCH 2013	very good	good	fair	poor	very poor
Efficiency of the staff	9	5	1	0	0
Helpfulness of the staff	10	5	0	0	0
Courtesy of the staff	11	4	0	0	0
General cleanliness	3	6	5	0	0
Condition of the facilities	1	2	2	3	8
Safety and security	1	4	5	2	3
Value for money	2	2	6	4	2
Overall experience	1	3	4	4	2
	38	31	23	13	15

January	No comments received	
February	13 x Badminton Club comments regarding inadequate and dangerously low levels of lighting in the main sports hall	Comments have been passed on to the school as a cherry picker is required in order to change the light bulbs
March	5 x the school gym is freezing – please fix the heating in community room	This has been reported to the School Unfortunately the school have informed us that the heating in the school is broken and will be very costly to fix.

RYEDALE POOL – CUSTOMER COMMENTS FEEDBACK

JANUARY TO MARCH 2013	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
Condition of the equipment	0	0	0	0	0
Safety and security	0	0	0	0	0
Air temperature	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 received	
February	We would like to use the slide but every time we come for a swim we are told that the management do not provide enough staff to cover the slide. Pls can you put on a regular weekly slide	Unfortunately we have not had enough casual staff available to run the slide on a regular basis, however this situation will change in the very near future and the flume should be running regularly through the Easter break.
	Just wanted to thank everyone for opening up, in spite of 6" plus of snow! Thank you again and for a lovely clean, warm pool as ever.	
March	No comments received	