

DERWENT POOL – CUSTOMER FEEDBACK

JULY TO SEPTEMBER 2013	very good	good	fair	poor	very poor
Efficiency of the staff	2	1	0	1	0
Helpfulness of the staff	2	1	0	1	0
Courtesy of the staff	2	1	0	1	0
General cleanliness	2	0	0	2	0
Condition of the facilities	1	0	2	1	0
Safety and security	1	1	0	1	1
Pool water temperature	1	1	0	2	0
Air temperature	1	1	2	0	0
Value for money	1	1	1	1	0
Overall experience	1	1	0	1	0
	14	8	5	11	1

July	No comments received	
August	Went there with my godchild and was not impressed. The changing rooms had water over them which is health/safety think your lifeguards need to go back on some course and cleanliness.	Very difficult to keep the changing rooms free from water, especially in the ladies as the fall from the showers is at the wrong angle and results in the floor becoming swamped in water. Will ensure staff take any remedial action required on changeover.
September	I have been to many swimming pools and they all clean the floors in changing rooms on a regular basis. It not only improves the look but is also healthier. Tonight it did look very grubby.	Will speak to staff and seek to enforce the no outdoor shoes in the changing areas policy, as this reduces the amount of dirt and debris carried into the changing areas.
	Fantastic facility - only improvement is to add a water dispenser in the gym	Bottled water is available from the drinks machine and staff are more than happy to fill up water bottles for customer
	Better shower needed. It's about time the lockers got sorted. They have been telling me its going to get done in a couple of weeks, that was 9 weeks ago.	Locker faults have been reported and we are awaiting a major service. Unfortunately the mens showers are a long standing problem and we are hopefully that these will be rectified in the near future.

RYEDALE POOL – CUSTOMER COMMENTS FEEDBACK

JULY TO SEPTEMBER 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
Safety and security	0	0	0	0	0
Pool water temperature	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

July	No comments received	
August	No comments received	
September	No comments received	
October	I have recently started swimming regularly again and could go to either Scarborough or Pickering pools. I wanted to tell you why I choose Pickering. Your staff are helpful, kind, friendly and intelligent (they have just returned my driving licence by sleuthing – Thank you). The pool is clean, warm, well maintained and managed. It is a joy to go to. I moan about bad service and complain. I'd like to think I praise too so please pass on my thanks and congratulations- the staff make swimming a pleasure	Comments and thanks have been passed on to staff

LIFESTYLES – CUSTOMER COMMENTS FEEDBACK

JULY TO SEPTEMBER 2013	very good	good	fair	poor	very poor
Efficiency of the staff	0	2	0	0	0
Helpfulness of the staff	0	2	0	0	0
Courtesy of the staff	0	2	0	0	0
General cleanliness	0	2	0	0	0
Condition of the facilities	0	2	0	0	0
Safety and security	0	1	1	0	0
Value for money	0	2	0	0	0
Overall experience	0	2	0	0	0
	0	15	1	0	0

July	No comments received	
	<p>My son attended the archery Session at NRLC yesterday. What a brilliant event it was. The instruction was fantastic and the NRLC staff did a brilliant job with dodgeball and other team games. Well done to all concerned. Well worth the £12.</p> <p>Air conditioning or some form of ventilation in the upstairs room for spinning the temperature gets crazily hot and it's just not acceptable in a fitness environment, the windows only open a small amount, if the weather is too warm it puts me off which is a shame as Geoff runs very good spinning sessions.</p>	<p>Glad that your son enjoyed the session and we will pass your comments on to all the staff concerned.</p> <p>Unfortunately there is no air conditioning in the community room and the fans provide very little relief during the hot weather. If possible the classes have been run outside, as space within the Leisure Centre is limited due to ongoing bookings.</p>
August		
September	No comments received	