

DERWENT POOL – CUSTOMER FEEDBACK

| OCTOBER TO DECEMBER 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 | 1 | 0 |
| Condition of the facilities | 0 | 0 | 0 | 0 | 0 |
| Safety and security | 0 | 0 | 0 | 0 | 0 |
| Pool water temperature | 0 | 0 | 1 | 0 | 0 |
| Air temperature | 0 | 0 | 1 | 0 | 0 |
| Value for money | 0 | 0 | 0 | 0 | 0 |
| Overall experience | 0 | 0 | 0 | 1 | 0 |
| | 0 | 0 | 0 | 2 | 0 |

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| October | No comments received | |
| November | Really poor choice of music for a Sunday afternoon, the member of staff who chose it when there were 6 middle aged and upwards in there needs speaking to. Also the ladies changing room is in a right state - very poor. | We have spoken to the staff regarding the choice of music. We are aware of the condition of the changing facilities and hopefully they will be refurbished shortly |
| December | No comments received | |

RYEDALE POOL – CUSTOMER COMMENTS FEEDBACK

| OCTOBER TO DECEMBER 2013 | 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 | 1 | 0 | 0 | 0 |
| Air temperature | 0 | 0 | 1 | 0 | 0 |
| Value for money | 0 | 1 | 0 | 0 | 0 |
| Overall experience | 0 | 1 | 0 | 0 | 0 |
| | 0 | 9 | 1 | 0 | 0 |

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| 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 |
| November | I always find the water cold when I first get in and it would better if the water was slightly warmer | Water temp is around 29, though this can feel cooler if the poolside air temp is higher. |
| December | No Comments received | |