

DERWENT POOL – CUSTOMER FEEDBACK

JANUARY TO MARCH 2014	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	1	0	0
Condition of the equipment	0	1	0	0	0
Safety and security	0	0	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	3	2	0	0

January	No comments received	
February	No comments received	
March	Small room in the gym needs a hoovering now and again!! And its about time to put a mirror up	Will ensure staff check the gym thoroughly and clean as necessary

RYEDALE POOL – CUSTOMER COMMENTS FEEDBACK

JANUARY TO MARCH 2014	very good	good	fair	poor	very poor
Efficiency of the staff	0	0	1	1	0
Helpfulness of the staff	0	0	2	0	0
Courtesy of the staff	0	0	1	1	0
General cleanliness	0	0	2	0	0
Condition of the facilities	0	0	1	1	0
Condition of the equipment	0	0	2	0	0
Safety and security	0	0	0	1	0
Air temperature	0	0	0	1	0
Value for money	0	0	2	0	0
Overall experience	0	0	1	1	0
	0	0	12	6	0

January	<p>I note that you hold twice weekly Toddler and Parent Sessions. I would estimate that on around 50% of the Friday T and P sessions are cancelled. I see on your website you have been able to inform customers of the cancelled Public Swims on a Friday, yet have not done this for the Parent and Toddler Sessions. I feel frustrated that a notice informing parents that these sessions are cancelled has not taken place, it is not sufficient that Sadly this has become a regular occurrence. I in turn I regularly ring to check that sessions are taking place, but feel that this shouldn't be necessary. I also feel that the Drum and Bass and House music played at parent and toddler sessions is inappropriate. I would be grateful if you could respond.</p>	<p>Many thanks for taking the time to contact us and I am sorry that you have had a wasted journey to Ryedale Pool this afternoon. Water space is limited at the facility and it is difficult to accommodate the various requests for hire we receive, alongside running our normal operating programme. At the moment we have a group of GCSE students that need to work towards their exams and unfortunately the only suitable timeslot is on a Friday afternoon. Cancelling sessions is not something that we take lightly, but we have to try and balance the needs of all our customers and it is inevitable that some may be disadvantaged. The notices have been up in the facility since before Christmas and as you have pointed out, there is also a note on the website, for which I must apologise. This was meant to inform our customers that there would be no swimming at all between 2 and 3pm on a Friday afternoon, but on reflection I can see how it has easily been interpreted as only the Public Swim being unavailable. I have now amended this to make it clear that the pool is closed to the public between these times, up until February half term. I will speak to the staff regarding your comments about the music that is played. Sometimes they forget that the music is there for</p>
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		the customers enjoyment and not just their own.
February	No comments received	
March	<p>My child is in swimming lessons in sharky 2 at Pickering. I would just like to make you aware that she was moved from sharky 1 up to this group last time, she has attended every lesson with determination. The first teacher she had just didn't seem to bond with her and this became an issue to her progress, she has now changed nights and to a different teacher who seems to have got her confidence back up and you can see the difference in her swimming. I feel that if a child has bonded and trusts someone where possible they should continue to be taught by the same person to continue the same learning style, the kids just get to know someone then the lessons are all swapped and this is a disaster to some children. parents should be able to find out who the teacher is before they pay for the lessons to ensure their child is getting the best from the lessons which are by no means cheap, I feel that Pickering pool manager needs to look into this more for all involved.</p>	<p>Thank you for taking the time to contact us. Feedback from our customers is important, whether it be good or bad! I am pleased that your daughter is settled now and progressing well with her lessons. I understand the comments that you make regarding continuity of teachers and this is something that we strive to provide for the duration of each course, though this is not always possible due to leave / sickness. The difficulties arise when children move up classes. Our staff work through a 2 week rota system, so they are only on shift certain nights, so it may not be possible for them to teach the next class that a child may be moving into. For the last few terms we have moved the teaching rota around in order that staff gain experience across all ability levels. All staff work to the same STA criteria and follow a weekly teaching plan, though I appreciate they all have different teaching styles. We have already made the decision to leave the teaching rota as it is for next term, so if your daughter is staying in the same class, she will keep the same teacher. If she is moving up, please speak to the member of staff when you re-book as they will be able to let you know what the availability is and who will be teaching.</p>