

DERWENT POOL – CUSTOMER FEEDBACK

APRIL TO JUNE 2011	very good	good	fair	poor	very poor
Efficiency of the staff	2	1	0	0	0
Helpfulness of the staff	2	1	0	0	0
Courtesy of the staff	2	1	0	0	0
General cleanliness	0	2	1	0	0
Condition of the facilities	0	2	0	1	0
Safety and security	0	3	0	0	0
Pool water temperature	0	1	2	0	0
Air temperature	0	3	0	0	0
Value for money	0	3	0	0	0
Overall experience	0	2	0	1	0
	6	19	3	2	0

MONTH	COMMENTS	ACTION
April	No Comments received	
May	Air temperature in changing rooms was cold.	We monitor the air temperature at the same time as that of the pool water. Should you feel it to be cold please inform a member of staff who will check it, and inform the council if it is below an acceptable level.
	Ladies shower continually flooding, and barrier system required as well as no shoes policy.	We will monitor the shower drainage having had no previous problems, but please inform a member of staff should the problem occur again. A barrier is placed across the entrance to the pool if a lifeguard is not present and staff will be reminded to adhere to this. With operating a gym on site we cannot operate a no shoes policy in the changing rooms like that of Ryedale. If you feel the floor is dirty please inform a member of staff.
	Changing rooms far too cold, especially for toddlers	We monitor the air temperature at the same time as that of the pool water. Should you feel it to be cold please inform a member of staff who will check it, and inform the council if it is below an acceptable level.

LIFESTYLES – CUSTOMER COMMENTS FEEDBACK

APRIL TO JUNE 2011	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	0	1	0	0
Safety and security	0	0	1	0	0
Value for money	0	1	0	0	0
Overall experience	0	1	0	0	0
	0	6	2	0	0

MONTH	COMMENTS	ACTION
April	no comments	
May	no comments	
June	no comments	

RYEDALE POOL – CUSTOMER COMMENTS FEEDBACK

APRIL TO JUNE 2011	very good	good	fair	poor	very poor
Efficiency of the staff	1	3	0	0	0
Helpfulness of the staff	2	2	0	0	0
Courtesy of the staff	2	2	0	0	0
General cleanliness	0	3	1	0	0
Condition of the facilities	0	3	1	0	0
Safety and security	0	3	1	0	0
Pool water temperature	0	1	0	3	0
Air temperature	0	2	2	0	0
Value for money	0	2	2	0	0
Overall experience	0	1	2	1	0
	5	22	9	4	0

MONTH	COMMENTS	ACTION
April	No comments received	
May	Pool water seems colder	
June	Pool water is cold	We monitor the water temperature frequently and should it fall to less than 29 degrees the council who controls the water temperature is informed. Should you feel the pool to be cold please inform a member of staff who will take a reading.
	No sign on Gents showers/ toilets member of staff informed previous day and still no sign.	We have since put a sign up and apologise for not dealing with the problem as soon as it was reported. Our staff have been informed to deal with any further issues as soon as they are brought to our attention.