

DERWENT POOL – CUSTOMER FEEDBACK

OCTOBER TO DECEMBER 2011	very good	good	fair	poor	very poor
Efficiency of the staff	4	0	0	0	0
Helpfulness of the staff	4	0	0	0	0
Courtesy of the staff	4	0	0	0	0
General cleanliness	0	6	0	0	0
Condition of the facilities	0	0	1	0	0
Safety and security	0	3	0	0	0
Pool water temperature	0	4	1	0	0
Air temperature	0	3	2	0	0
Value for money	0	2	0	0	0
Overall experience	1	1	0	0	0

October	Make the no shoes in changing room more visible so it is adhered to.	We will put up extra signage, however in having a gym on site it is more difficult to enforce then that of Ryedale pool, but we will continue to monitor.
	Fix the hair dryer in the ladies changing room.	A defect report has been sent to RDC and we are awaiting the dryer to be fixed.
	Clean and repair the lockers in the ladies changing room.	Staff have been informed to regularly clean the lockers and we hope to have the broken ones fixed shortly.
November	Update the pool we really need a new modern pool.	We have passed your comments onto Ryedale District Council
	The ladies changing rooms are also chilly with cold air coming through the vents.	Should feel the changing room temperature to be cold please inform a member of staff who will take a reading and report to RDC.
Dec	Please could we have new hairdryers.	A defect report for the ladies hairdryers has been passed onto RDC

LIFESTYLES – CUSTOMER COMMENTS FEEDBACK

OCTOBER TO DECEMBER 2011	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
Value for money	0	0	0	0	0
Overall experience	0	0	0	0	0
	0	0	0	0	0

October	no comments
November	no comments
December	no comments

RYEDALE POOL – CUSTOMER COMMENTS FEEDBACK

OCTOBER TO DECEMBER 2011	very good	good	fair	poor	very poor
Efficiency of the staff	1	0	1	0	0
Helpfulness of the staff	1	0	1	0	0
Courtesy of the staff	1	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	1	0
Pool water temperature	0	1	1	0	0
Air temperature	0	1	0	0	1
Value for money	0	1	1	0	0
Overall experience	0	0	1	0	0
	3	7	5	1	1

October	Changing area is freezing, turn the temperature up.	Along with the water temperature the changing room temperature is controlled from Ryedale house. We take regular readings and inform RDC should the temperature be below what is acceptable. Please inform reception if you feel it is cold, who will then notify RDC once a reading is taken.
	Extend Saturday morning swim as was busy and was bumped into 3 times.	We will continue to monitor bathing loads and should the pool continue to be busy, will review the timetable.
November	Please install a playpen in the changing rooms.	We will look into having a playpen put into the changing rooms.
	Both of my children moved up with Adams teaching please can we have him again next term.	Thank you for the positive comments regarding Adam. We are unable to say who will be teaching your children next term as due to the way in which rotas are done, different teachers work different days. We hope all our teachers, teach at the same high level as that of Adam.
December	It was disappointing that children were allowed to stay in the adult only session, and could prove dangerous for children if the adults felt they could swim as vigorously as usual.	Please note on the 29th of December the pool was operating Bank holiday hours as outlined on the posters and website. During these hours the pool is open for use by the public without any specific sessions. We will look into the need of an adult swim during bank holidays if demand requires it.