

## Appendix 2 - Peterlee Six Months Complaints Summary

Date	Type of Complaint	Description	Actions Taken
11/04/07	Comment Card	Customers parking illegally in the car park	Replied, apologised and issued notices
11/04/07	Comment Card	Insufficient baby changing units in changing rooms	Replied and advised that 4 baby changers were available
11/04/07	Comment Card	Would appreciate more privacy in the changing rooms	Unable to respond as no address provided
01/05/07	Comment Card	Request to reduce the volume during aqua fit classes	Replied, apologised and advised that this would be discussed with the aqua fit instructor
01/05/07	Comment Card	No satisfied with range of group training classes provided	Replied and advised that new group training programme was due to be launched
24/05/07	Comment Card	Customer visited centre to use learner pool and school session was in progress	Unable to reply as no address provided. Pool programme reviewed and new pool timetables printed
24/05/07	Comment Card	Customer not satisfied with air temperature in the gym.	Replied, apologised and advised that temperature was set at the correct level for this facility
24/05/07	Comment Card	Customer visited centre to use learner pool and school session was in progress	Replied, apologised and given a cash refund
24/05/07	Comment Card	Cardio theatre not working in the gym	Replied, apologised and arranged to repair head sets
25/05/07	Comment Card	Would appreciate more privacy in the changing rooms	Replied, apologised and explained that family changing room was closed for improvements
06/06/07	Comment Card	Complaint about behaviour of swimmer in the pool	Contacted swimmer to discuss this issue
07/06/07	Comment Card	Customer terminated membership due to various concerns	Replied, apologised, explained situation and tried to get customer to re join
07/06/07	Comment Card	Not happy with new No Shoe Policy asking customers to wear over shoes in the changing rooms	Replied and explained why this policy had been introduced

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14/06/07	Comment Card	Customer not satisfied with cleanliness of the female sports toilets on a Saturday morning following a social function	Replied apologised and discussed at weekly management team meeting to ensure toilets were cleaned on a Saturday morning
18/07/07	Comment Card	Complaint about increase in price for private one to one swimming lessons	Replied apologised and advised that we had been under charging
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18/07/07	Comment Card	Complaint about increase in price for private one to one swimming lessons	Replied apologised and advised that we had been under charging
18/07/07	Comment Card	Complaint about young male children using the female changing rooms with their parents	Replied and displayed notices
14/07/07	Comment Card	Complaint about attitude of lifeguard	Replied and investigated
30/08/07	Comment Card	5 a side booking not on the system	Replied, apologised and offered free session
30/08/07	Comment Card	5 a side booking not on the system	Replied, apologised and offered free session
30/08/07	Comment Card	5 a side booking not on the system	Replied, apologised and offered free session
11/09/07	Comment Card	Complaint about a team member	Contacted by telephone and letter, apologised and investigated
11/09/07	Comment Card	Not satisfied with equipment in the gym	Replied, apologised and tried to win customer back
11/09/07	Comment Card	Complaint about a team member	Replied and spoke to team member about their attitude

