

## Appendix 2 - Seaham 6 Months Complaints Summary

Date	Type of Complaint	Description	Actions Taken
4th May 2007	Letter	Big Thank You - Mayors Ball	None Required - Informed team
4th June 2007	Comments Cards	Workout Programme	To review workout Programme
4th June 2007	Comments Cards	To install a disabled Chair in Shower	NG to investigate
5th June 2007	Comments Cards	Workout equipment - Gloves/Mits	NG to purchase over next 2 months
5th June 2007	Comments Cards	Workout equipment - Gloves/Mits	NG to purchase over next 2 months
5th June 2007	Comments Cards	Workout equipment - Gloves/Mits	NG to purchase over next 2 months
5th June 2007	Comments Cards	Workout equipment - Gloves/Mits	NG to purchase over next 2 months
5th June 2007	Comments Cards	Workout equipment - Gloves/Mits	NG to purchase over next 2 months
5th June 2007	Comments Cards	Workout equipment - Gloves/Mits	NG to purchase over next 2 months
13th June 2007	Verbal	State of Fitness Equipment - Seaham	NG explained situation
10th July 2007	Verbal	Cleanliness of Fitness Suite	NG informed Gym Manager and Resolved
13th July 2007	Verbal	Boxing Bag in Dance Studio	NG purchased Bag
1st Aug 2007	Meeting	External Rubbish on Outdoor Pitches	NG has rectified
3rd Aug 2007	Meeting	Use of outdoor facilities	NG came up with a compromise
14th Aug 2007	Verbal	Children Vandalising/hanging around	NG informed Street wardens - more patrols
25th Sept 2007	Verbal	Squash lighting	Ng to arrange repair

