

## Appendix 2 - Six Months Customer Complaints Targets - Seaham

Customer Complaint	Six Month Targets	Six Month Actuals
Availability of Activities - start and finishing times	1	1
Ease of Booking	0	0
Activity Charge Fee	1	0
Availability of car parking	0	0
Availability of food and drink	0	0
Range of activities on offer	0	0
Availability of equipment	0	8
Quality of floor in the sports halls	0	0
Quality of lighting in the sports hall	0	0
Quality of equipment - Repairs and maintenance	8	2
Quality of food and drink	0	0
Safety and security of car parking	0	0
Cleanliness of the reception rea	0	0
Cleanliness of the changing rooms	0	0
Cleanliness of activity spaces	0	2
Cleanliness of the cafe bar	0	0
Helpfulness of reception staff	0	0
Helpfulness of other staff	0	0
Friendliness of staff	0	0
Availability of coaching instruction	2	0
Standard of coaching instruction	0	0
Value for money activities	0	0
Value for money food and drink	0	0
Value for money overall	0	0
Other Complaints	1	1
<b>Total</b>	<b>13</b>	<b>14</b>

<b>Number of Visits - Six Months</b>	<b>57,786</b>
<b>Number of Customer Complaints - Six Months</b>	<b>14</b>
<b>% of Customer Complaints - Six Months</b>	<b>0.024%</b>