

## Appendix 2 - 9 Months Customer Complaints Targets - Seaham

| Customer Complaint                                     | 9 Month<br>Targets | 9 Month<br>Actuals |
|--|--------------------|--------------------|
| Availability of Activities - start and finishing times | 2                  | 2                  |
| Ease of Booking  | 0                  | 0                  |
| Activity Charge Fee                                    | 2                  | 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         | 12                 | 5                  |
| 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                  | 1                  |
| 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                  | 1                  |
| 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                                       | 2                  | 1                  |
| <b>Total</b>   | <b>20</b>          | <b>20</b>          |

|   |               |
|---|---------------|
| <b>Number of Visits - 9 Months</b>              | <b>87,043</b> |
| <b>Number of Customer Complaints - 9 Months</b> | <b>20</b>     |
| <b>% of Customer Complaints - 9 Months</b>      | <b>0.02</b>   |