

## 6 Month Customer Complaints Targets - Peterlee

Customer Complaint	Six Month Target	Six Month Actual
Availability of Activities - start and finishing times	3	7
Ease of Booking	2	0
Activity Charge Fee	0	5
Quality of floor in the sports halls	0	0
Quality of lighting in the sports hall	0	0
Quality of equipment - Repairs and maintenance	9	1
Water quality in the swimming pool	1	0
Water temperature in the swimming pool	0	0
Number of people in the swimming pool	2	0
Quality of food and drink	1	0
Safety and security of car parking	0	1
Cleanliness of the reception rea	0	0
Cleanliness of the sports toilets	0	2
Cleanliness of the family changing room	1	0
Cleanliness of the female changing room	2	0
Cleanliness of the male wet changing room	1	0
Cleanliness of the male dry changing room	1	0
Hair dryers not working	0	0
Showers not working	0	0
Lockers not working	0	0
Cleanliness of activity spaces	1	0
Helpfulness of reception staff	0	0
Helpfulness of other staff	2	3
Friendliness of staff	0	0
Availability of coaching instruction	0	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	5	9
<b>Total</b>	<b>31</b>	<b>28</b>

<b>Number of Visits - Six Month</b>	<b>185,841</b>
<b>Number of Customer Complaints - Six Months</b>	<b>28</b>
<b>% of Customer Complaints - Six Months</b>	<b>0.015%</b>