

Appendix 2 - Complaints Summary Peterlee Leisure Centre

Date	Type of Complaint	Description	Actions Taken
26/04/08	Comments Card	Class Cancelled and customer not informed	Replied, apologised and advised of procedure
29/04/08	Comments Card	Cleanliness of the changing rooms	Replied, reviewed cleaning policy and invited customer in for a meeting
30/04/08	Comments Card	Closure of sauna cabin	Replied, apologised and informed that cabin was closed for repairs
13/05/08	Comments Card	Complaint concerning child's behaviour during junior five a side league	Replied and advised that the league was affiliated to the Durham FA
13/05/08	Comments Card	Complaint about attitude of team member	Replied and advised that team member would be spoken to
20/05/08	E Mail to Head Office	Concerned about the use of the new shutters in the family changing room	Replied. Apologised and revised procedure
10/06/08	Comments Card	Complaint about another swimmer in the pool	Replied, spoke with customer and investigated the incident
16/06/08	Comments Card	Request for additional baby changing units	Replied and advised that a baby changing seat would be considered
16/06/08	Comments Card	Complaint about air conditioning in Harpers	Replied and agreed to investigate
16/06/08	Comments Card	Concerned about changes to the National Plan for swimming	Replied and informed customer about National changes
24/06/08	Comments Card	Customer provided with wrong pool times	Replied, apologised and issues free swim vouchers
04/07/08	Comments Card	Complaint about Kellogs free swim promotion	Replied, apologised and reviewed times
04/07/08	Comments Card	Air conditioning not functioning correctly in Harpers	Replied, apologised and arranged repair
04/07/08	Comments Card	Request for additional baby change unit	Replied and advised that this would be

			purchased
04/07/08	Comments Card	Complaint about swimming pool water temperature	Replied and advised that deviation was due to major plant repairs
04/07/08	Comments Card	Children using the gym after 1pm on weekends	Replied and advised that digital lock would be repaired
04/07/08	Comments Card	Yoga session relocated to the bar lounge for one session	Replied and advised that this had been a last resort action
04/07/08	Comments Card	Customer charged 80p due to not having a membership card	Advised that this is company policy
25/07/08	Comments Card	Complaint about standard of coaching	Replied and advised that a new coach would be recruited
25/07/08	Comments Card	Complaint that young boy was allowed into the female changing room	Replied and advised that signs would be displayed
12/08/08	Comments Card	Concern with organisation of the senior five a side football league	Replied and advised that a meeting would be arranged with team managers
12/08/08	Comments Card	Complaint about cleanliness of the female changing rooms and pool surrounds	Replied and advised that a deep clean would be arranged
12/08/08	Comments Card	Complaint about cleanliness of tables for a children's party	Apologised and advised that team would be informed
01/09/08	Comments Card	Complaint about session times during school holidays	Replied and advised that future session times would allow more time for families
01/09/08	Comments Card	Complaint that customers were smoking outside the entrance to the centre	Replied and advised about no smoking policy
12/09/08	Comments Card	Complaint that disabled pool steps had not been in place for the early morning session	Replied apologise and advise that every effort would be made to ensure the steps were in place at 08.15am