

Appendix 1

Policy & Scrutiny Panel March 2006 –February 2007

Stourport Sports Centre Customer Complaints year on year detail comparison table

Month	March 2005 – February 2006	March 2006 –February 2007
March	Member did not wish to queue for admission as busy Sportshall temperature to hot for circuit classes	No comments received
April	No comments received	No comments received
May	No comments received	No comments received
June	Aerobics class programmed same time as badminton Dated changing rooms and showers Pool water to warm	Vending machines in reception limit healthy eating
July	New swim lesson during swim public time Grubby old changing rooms	Pool very busy impossible to swim
August	More equipment for half term craft club	No comments received
September	Numerous complaints regarding the rear car park charges to become effective from 1 st October.	2 Addition of aqua aerobics class to the seniors pool programme during glades pool refurbishment, not enough room to swim and music to loud
October	Numerous complaints regarding the rear car park charges to become effective from 1 st October.	5 Addition of aqua aerobics class to the seniors pool programme during glades pool refurbishment, not enough room to swim and music to loud.
November	Result of locker theft questioning age of lockers	No comments received
December	School swim fun session not part of swim syllabus Old changing facilities	No comments received
January	Failed sunbed lock not working Sportshall lights not working	Sports hall light requires new bulb. Replaced within 24 hours. Lockers out of action, awaiting back order of master keys, glades transfer of locker mechanisms. 7 Pool water temperatures cold, we had experienced boiler failure
February	2 Old changing rooms	2 Trampolining coaches lacking in enthusiasm. Cleaning standards below par. Dirt on floor in ladies changing room unacceptable.
Total	14 complaints plus numerous complaints regarding the rear car park new charging schedule	21 complaints – 5 due to re programming due to WFG refurbishment/7 technical failure on boilers 24 hours down time.

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Wyre Forest Glades Customer Complaints year on year detail comparison table

Month	March 2005 – February 2006	March 2006 –February 2007
March	Cleanliness of facilities, broken lockers, slides not in use. Increase in gym membership fees. Questioning duty officers decision concerning ejection from pool. Increase nappy unit collection contract, Cleanliness of changing facilities. Provide sufficient number of coat hooks to changing areas.	Lockers. Misinformed pool timetable. Spectator's area dirty. Sauna temperature low. Creche child allocation. Family changing provision. Changing room décor/cleanliness.
April	Concerns due to pool staff behaviour. Cleanliness of changing facilities. Comments passed on from Kay Higman, District Council concerning studio cleanliness, equipment & maintenance, dry change showers dirty.	No comments received
May	Studio, high level dust present. Pool Programme, was not aware of pool timetable for public swimming. Family Changes, level of cleanliness unacceptable. Lockers, lockers in poor state of operation. Slides Closed, were due to EAP implemented. Cleanliness, poor levels of cleanliness.	Birthday party staffing poor.
June	Junior Swimming Lessons, not informed of time amendments during school holidays. Arena Curtains, poor condition Studio, floor dusty. Pool Water Temperature, felt colder than normal Baby Food, would like to use cafeteria microwave to warm her baby food Baby Changer, no provision for babies in family changing room. Slides Closed, were due to EAP implemented.	Non conformance changing room door Squash court poorly maintained. Resale of equipment limited.
July	Female Wet Change, poor level of cleanliness. Lockers, poor state of operation. Fitness Suite, would like Kinetika Krew on Mondays. Drench Shower, dirty Changing Rooms, unhappy with levels of cleanliness. Anti Social Behaviour, within the locker area. Pool Hall, EAP procedures.	Smoking in the bar area. Lockers Sauna cleanliness Changing room cleanliness Sand/grit in pool
August	Football, replacement nets required. Public Swimming, showers hot, need a clean. Holiday Activity, insufficient cancellation notification	Showers cold Sand/grit in pool Squash court air flow Flume steps maintenance Blocked toilet

		Hand dryer non conformance Unruly teenagers in pool
September	Birthday Party, unable to set up party room prior to swimming party. Fitness Class, booked onto a cancelled aerobic class. Changing Rooms, chewing gum on floors. Fitness Classes, unhappy with session day change. Lost Property, unhappy with procedures not being carried out. Six A Side League, unhappy with winners trophies.	
October	Pool Hall, unhappy with cleanliness to poolside surrounds. Sunbeds, unable to attend session Squash Courts, lighting poor Towel Damage, requested compensation. EHO- Site visit cleanliness	No comments received
November	No comments received	Wet side changing room cleanliness
December	Lighting for hockey bookings	Squash court flooring cleanliness Pool hall user levels reached maximum unhappy on waiting
January	Three minutes silent not announced "Asian Earthquake Disaster"	6 Various wet side refurbishment with reference to design Group exercise class cancellation on bank holidays Training room temperature for group exercise classes Bins overflowing due to a hockey event Sun bed room cold Requested refund for a show due to illness
February	Seating arrangements for Premier Snooker inadequate due to height of advertisement boards.	7 Various wet side reference to design Hand driers/ Hair driers / Clothes hooks/showers/changing temperatures/baby change units Missing finger guard to main sports hall doors, replaced Junior fitness membership time allocation Arena floor could do with a clean, actioned More space in gym to do free weights on ball during busy periods Party room cleanliness poor Lost football in roof space of arena Slides not in use till 10.30am weekends, junior swim lessons programmed
Total	58 complaints	58 complaints