

Sports Centre Customer Satisfaction Results 2019/20

Our Standards	2017/18	2018/19	2019/20	Applicable Survey Questions
We will provide a value for money service, on time, with accurate information on venues, activities, times and prices.	90%	87%	91%	<ul style="list-style-type: none"> • Good value for money • Prompt service • Services run on time • Service right first time • Information provided • Convenient opening hours
We respond to our customer suggestions and complaints in a sympathetic and open manner, providing feedback and remedial actions, within set timescales.	92%	88%	94%	<ul style="list-style-type: none"> • Staff show a sincere interest in solving problems • Staff always willing to help • Act on complaints immediately
We provide helpful, experienced and informative staff to ensure that your visit is enjoyable and safe.	93%	92%	95%	<ul style="list-style-type: none"> • Staff behaviour instils confidence • Staff consistently courteous • Knowledgeable staff • Approachable staff • staff greet me • Staff are never too busy to respond to my requests • Staff well presented & identifiable • Staff give individual attention • Have my best interests at heart • Understand my specific needs
We maintain the highest possible standards of health and safety and provide a clean and comfortable environment for all our customers.	87%	86%	88%	<ul style="list-style-type: none"> • Modern, good quality equipment • Appealing atmosphere / appearance • Clean facilities • Good range of products • Safe and secure • Well organised

% indicating that they strongly agree or agree to the question being asked within our customer survey