

You Said

1

The temperature in the theatre was too cold with the air conditioning.

2

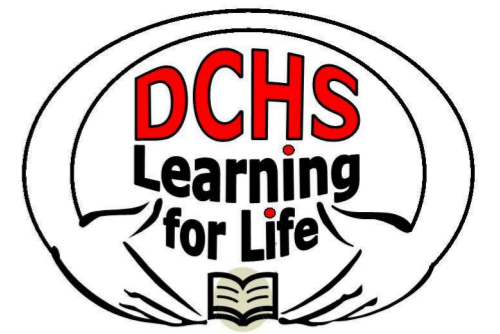
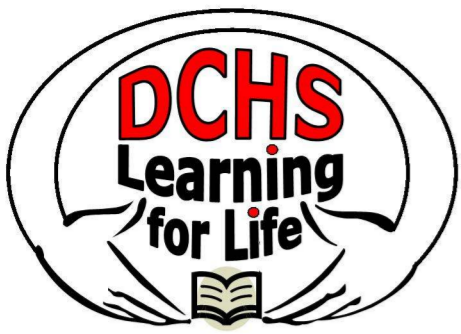
You were concerned that your child tried to put their fingers in an uncovered socket.

3

You were concerned that your child had been bullied during a swimming session.

4

You wanted mixed sauna sessions.



We did

1

ACTION

Contacted our FM provider's helpdesk and got the temperature raised by a few degrees.

2

ACTION

Contacted our FM provider's helpdesk and got socket covers fitted.

3

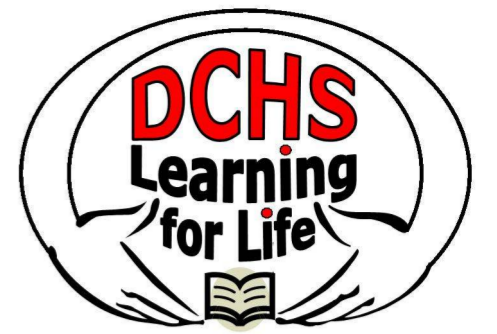
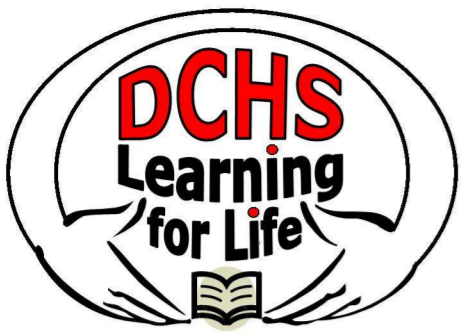
ACTION

We investigated the situation. This resulted in us temporarily excluding some young people from the building and we offered an extension of free swimming to the young person concerned.

4

ACTION

We introduced Mixed Sauna Sessions at the weekend.



You commented

C1

Ten minute appointments would be better at Parents Evenings.

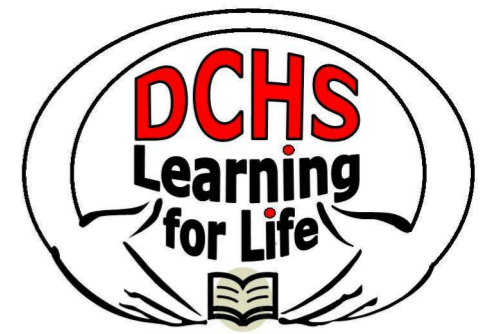
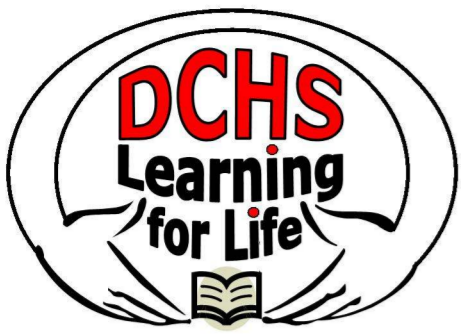
C2

Parents Evenings – it would help us find teachers if there were plans with their names and where they were sitting.

C3

C4





We explained

E1

If teachers appointment sheets had 10 minute slots they would only see half the number of parents that they see with the present system.

E2

This information is different for each parents evening. We couldn't fit all the names on a plan. We do have location plans showing where each department is and large nameplates on teacher desks.

E3

E4

