

Customer Survey Analysis

2010

Focused Response - 1 week June - Community Area

6 responses

	Excellent	Good	Satisfactory	Poor
Promptness of our response to your request	4	2		
The service you received compared with what you needed	4	1		1
Providing information in a way that suited your needs	3	2		1
	Yes	No		
Were you treated fairly	6	0		

6 responses - as a percentage

	Excellent	Good	Satisfactory	Poor
Promptness of our response to your request	67	33		
The service you received compared with what you needed	66	17		17
Providing information in a way that suited your needs	50	33		17
	Yes	No		
Were you treated fairly	100	0		

Comments

Timetables and information leaflets not available

Came in with a query, dealt with promptly - very pleased

We would love to have 3 lanes on a Monday night please as 19 swimmers in two lanes is quite tricky. This would still allow ample space for the public as there are usually only 5 or less. (West Lothian Triathlon)

We currently have an agreement for lane swimming, however the number of lanes provided is often not sufficient to support our needs. This is currently under review and hopefully will be resolved shortly.