



# LEISURE SURVEY SATISFACTION RESULTS

Our Standards	2006	East Riding Average	Target 07	Applicable survey questions
We will provide a value for money service with accurate information on venues, activities, times and prices.	75%	79%	76%	Information provided Prices clearly displayed Value for money from the activity Catering/vending value for money
We respond to our customer suggestions and complaints in a sympathetic and open manner, providing feedback and remedial actions, within set timescales.	10	n/a	9	Number of Complaints
	100%	100%	100%	Complaints answered within 10 days Figures taken Jan-Dec 06
We provide helpful, experienced and informative staff to ensure that your visit is enjoyable and safe.	87%	89%	88%	Friendliness of staff Helpfulness of staff Knowledge of staff Feeling of a safe environment Enjoyment of the activity
We maintain the highest possible standards of health and safety and provide a clean and comfortable environment for all our customers.	74%	78%	75%	Cleanliness of changing rooms/toilets Temperature/quality of pool water Disabled access Quality of fitness/gym equipment Quality of other equipment used
<b>Overall result</b>	<b>79%</b>	<b>82%</b>	<b>80%</b>	

Further details please see our leaflets or website  
[www.bridlingtonleisureworld.co.uk](http://www.bridlingtonleisureworld.co.uk)