



Report of	Head Of Operations / Duty Managers
Report to	Board of Trustees
Date	19th May 2010

Purpose of Report

To provide the Board of Trustees and Borough Council with an update on complaints received across the organisation in 2009

Background

This report briefly sets out the customer complaints and comments report information contained within the Trust's facilities along with brief updates per facility.

Complaint and Comment Reports

Complaints and Comment figures are submitted as and when complaints are received. Each facility inputs the complaint/comment on to the shared area. The report will measure complaints across the organisation, response times and the nature of the complaint. The figures for 2009 are shown below:

Facility	TOTALS	Details
Marl Pits Pool	8 complaints 4 comments	Various complaints around general standards, cleaning and lessons
Haslingden Pool	1 complaint 16 comments	Use of swimming caps on lessons and general comments about the facility
Bacup Leisure Hall	0	
Alder Grange	0	
Whitworth	0	
Haslingden Sports Centre	24 complaints 33 comments	Various complaints about changes to the aerobic programme and requests for more gym equipment especially free weights
Lifestyles Team	3	2 mix ups on GP referral bookings and 1 complaint re holiday club and a child's behaviour.
Ski Rossendale	4 complaints 1 comment	Complaints about booking of lessons and lessons. Complaint about a lack of investment.

Conclusion

All complaints have been answered within the specified timescales within the customer complaint policy. All sites are now ensuring the shared area is kept updated. A monthly report will be delivered to the Chief Executive.

Recommendation

This report is for information only.