

ANGUS COUNCIL

ENVIRONMENTAL & LEISURE SERVICES COMMITTEE

CUSTOMER CARE – COMPLAINTS WITHIN ANGUS COUNCIL SPORTS CENTRES AND SWIMMING POOLS

REPORT BY THE DIRECTOR OF LEISURE SERVICES

ABSTRACT

To inform committee on the volume and nature of complaints over the period April 2002 – March 2003 for the Angus Council sports centres and swimming pools.

1. RECOMMENDATION

It is recommended that the Committee agree to note the content of the report and the actions taken to rectify and resolve identified problem areas within the available resources.

2. INTRODUCTION

Audit Scotland in 1999 carried out an audit on DSO/Client Monitoring for Leisure Management and as part of the recommendations asked that the volume and nature of complaints be reported to members on an annual basis. This report provides information on the period April 2002 until March 2003.

3. BACKGROUND

Leisure Services have been recording complaints against the leisure facilities on an access database.

The complaints are logged against each facility and are acknowledged on receipt with a copy of the complaint being sent to Contract Services for investigation prior to a reply to the complaint being sent.

The numbers of complaints are as shown in Table 1. The number of complaints for all facilities totalled 43 for the period April 2002 to March 2003. Members are advised, that over this period, in excess of 1.377 million visits were made to recreation facilities in Angus.

It should be noted that 26 of this 43 were associated with the withdrawal of the Loyalty Card system and the introduction of the new Direct Debit as a method of payment. To date there have been 732 Route to Leisure cardholders who have signed up as Direct Debit members.

Leisure Services and Contract Services will continue to note customer comments as part of the review of the Leisure Management system with potential development of new categories of member types e.g. Family, aerobics only, etc.

The action taken when investigating a complaint normally results in proactive measures which, addresses the nature of the complaint and reduces the probability of any recurrence.

This has included reviewing procedures with Property Services to try and keep the customers informed about length of closures or inconvenience whilst repairs or improvements are carried out within facilities.

Access Line calls are included within the Leisure database and allow monitoring of all complaints, however they are initiated into the department.

4. FINANCIAL IMPLICATIONS

There are no financial implications associated with this report.

5. HUMAN RIGHTS IMPLICATIONS

There are no Human Rights Implications arising from this report.

6. CONSULTATION

The Chief Executive, the Director of Law and Administration, the Contract Services Manager and the Director of Finance have been consulted in the preparation of this report.

JOHN R ZIMNY
DIRECTOR OF LEISURE SERVICES

NOTE: No background papers, as defined by Section 50D of the Local Government (Scotland) Act 1973 (other than any containing confidential or exempt information), were relied on to any material extent in preparing this report.

April 2002 – March 2003

Centre	Complaint
Arbroath Sports Centre	Lack of Cricket Practice Nets
Arbroath Sports Centre	Withdrawal of Loyalty Card
Arbroath Sports Centre	Withdrawal of Loyalty Card
Arbroath Sports Centre	Leisure Centre Fees
Arbroath Sports Centre	Swimming Tournament
Brechin Leisure Centre	Withdrawal of Loyalty Card
Brechin Leisure Centre	DD Scheme
Brechin Leisure Centre	DD Scheme
Brechin Leisure Centre	DD Scheme
Brechin Leisure Centre	DD Scheme
Brechin Leisure Centre	DD Scheme
Brechin Leisure Centre	DD Scheme
Brechin Leisure Centre	DD Scheme
Brechin High School Pool	Lack of Showers
Carnoustie Leisure Centre	DD Scheme
Carnoustie Leisure Centre	Water on Squash Court
Carnoustie Leisure Centre	DD Scheme
Forfar Swimming Pool	Staff Attitude
Forfar Swimming Pool	Refusal of Loyalty Card
Forfar Swimming Pool	Use of Disability Concession
Forfar Swimming Pool	Pool Temperature
Forfar Swimming Pool	Opening Times
Lochside Leisure Centre	Age Discrimination
Lochside Leisure Centre	Charges for Football Pitches
Montrose Sports Centre	Missing Drain Covers
Montrose Sports Centre	DD Scheme
Montrose Sports Centre	DD Scheme
Montrose Swimming Pool	Loyalty Card not accepted
Montrose Swimming Pool	Loyalty Card not accepted
Montrose Swimming Pool	Use of Health Suite
Montrose Swimming Pool	Continued closure of Health Suite
Montrose Swimming Pool	Loyalty Card not accepted
Montrose Swimming Pool	Loyalty Card not accepted
Montrose Swimming Pool	Loyalty Card not accepted
Montrose Swimming Pool	Loyalty Card not accepted
Montrose Swimming Pool	Loyalty Card not accepted
Montrose Swimming Pool	Council Policy on Photographs
Montrose Swimming Pool	Loyalty Card not accepted
Montrose Swimming Pool	Loyalty Card not accepted
Saltire Leisure Centre	Standards below par
Saltire Leisure Centre	RTL Card
Saltire Leisure Centre	Loyalty Card not accepted
Saltire Leisure Centre	Trailblazer / DD Scheme
Saltire Leisure Centre	Closure of Health Suite