

# BOROUGH OF KETTERING

## Appendix 3

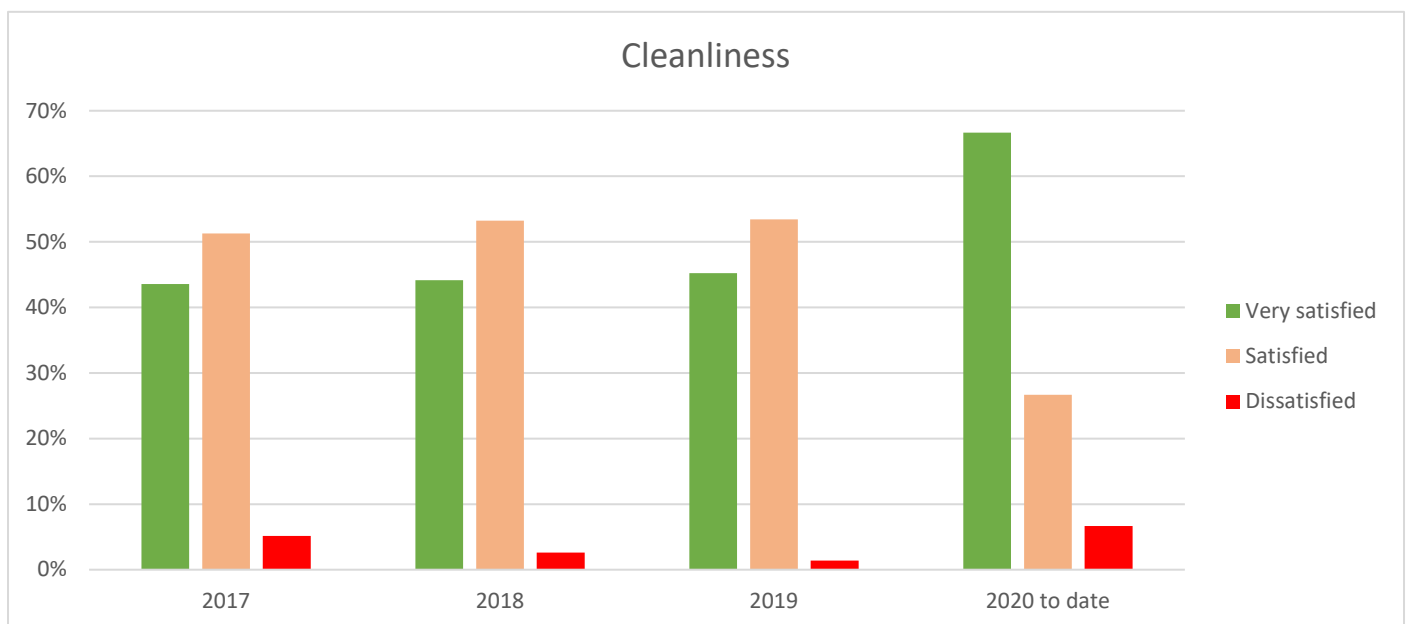
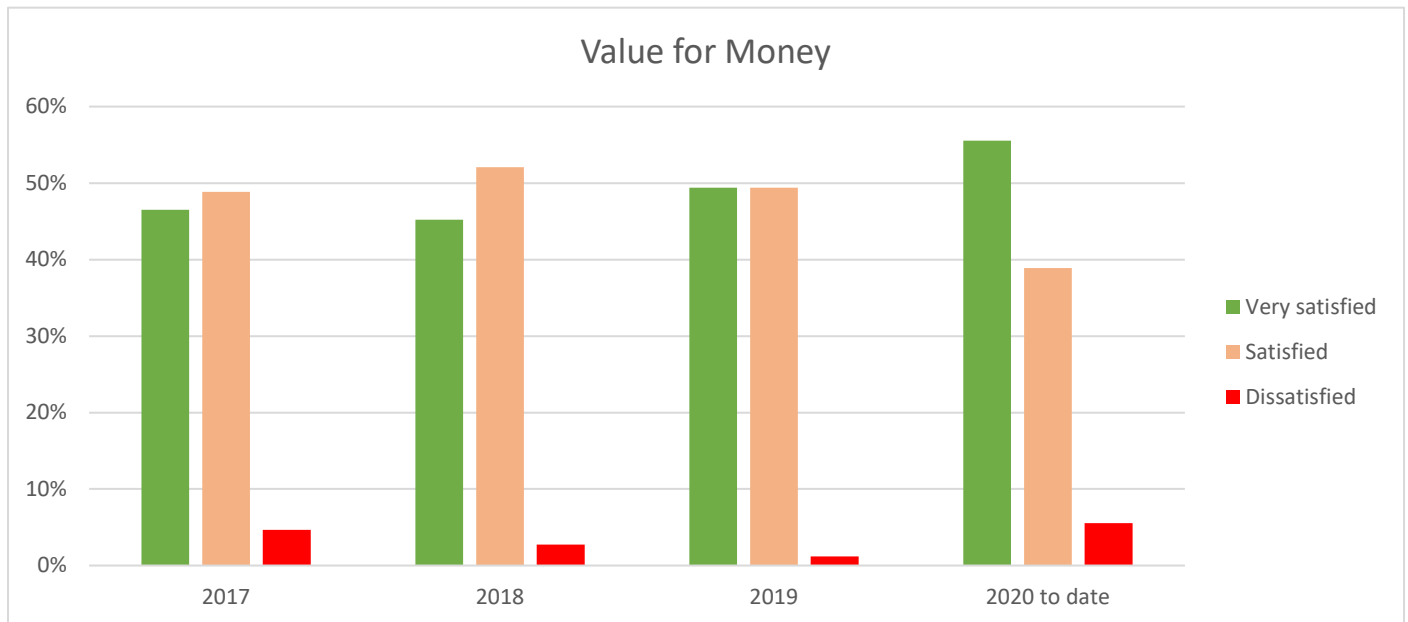
## MONITORING AND AUDITING COMMITTEE – 25<sup>th</sup> November 2020

### Leisure Management Contracts

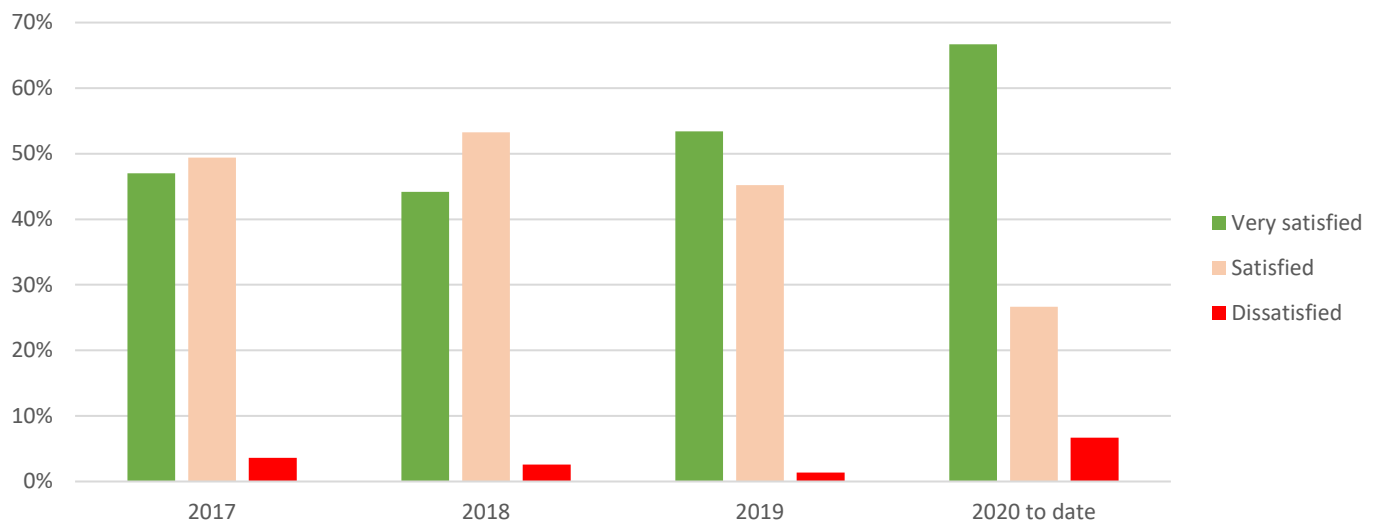
#### Appendix 3 – Compliments, Complaints and Comments

##### a. Legacy Leisure Customer Comment Cards

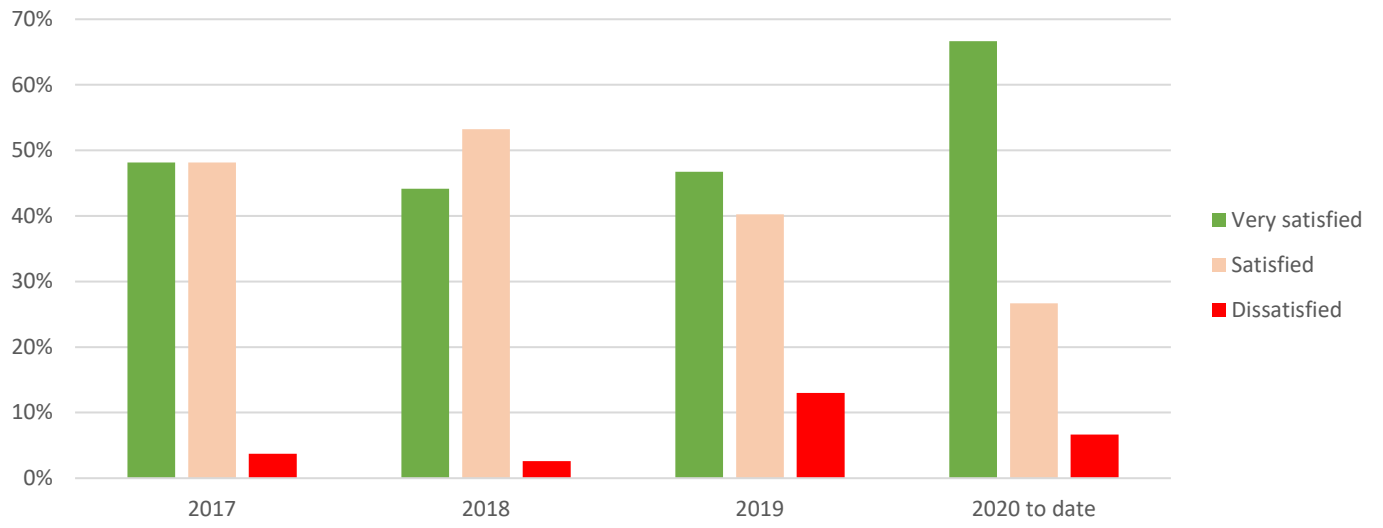
Customers can complete a comment card on the following four areas for their overall experience at Kettering Swimming Pool, Desborough Leisure Centre and Corn Market Hall. These are the summary results covering from 2017 to date:



### Staff Attitude

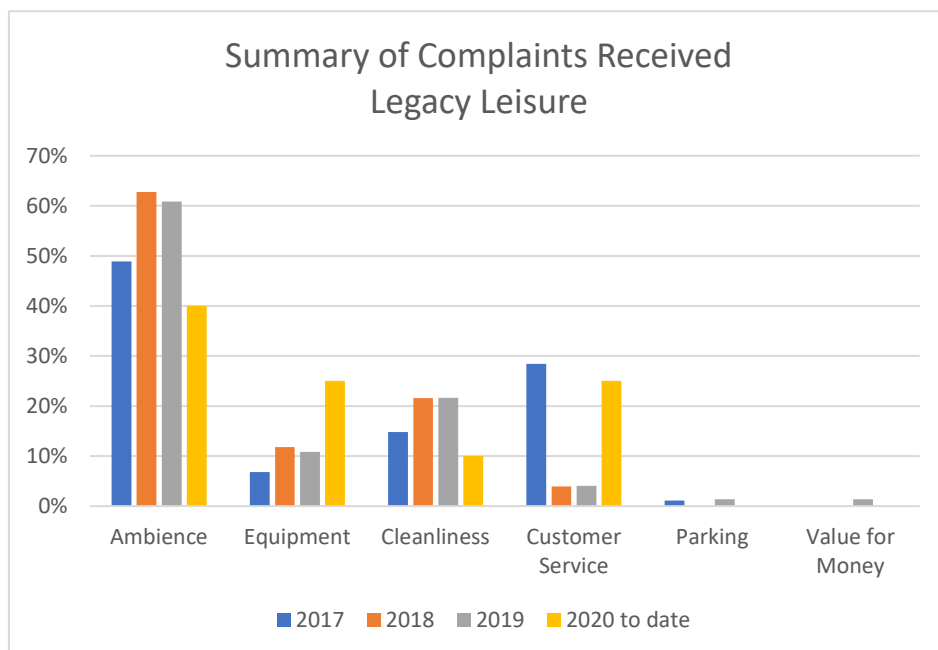
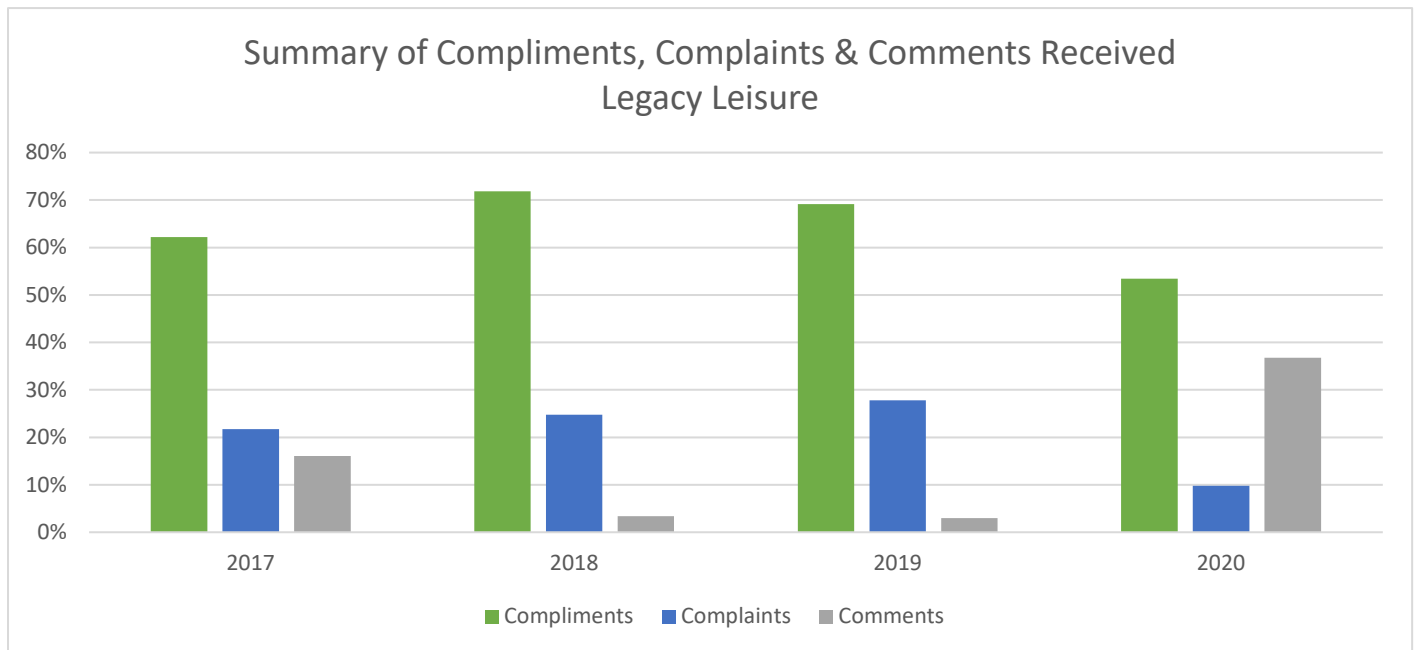


### Quality of Experience

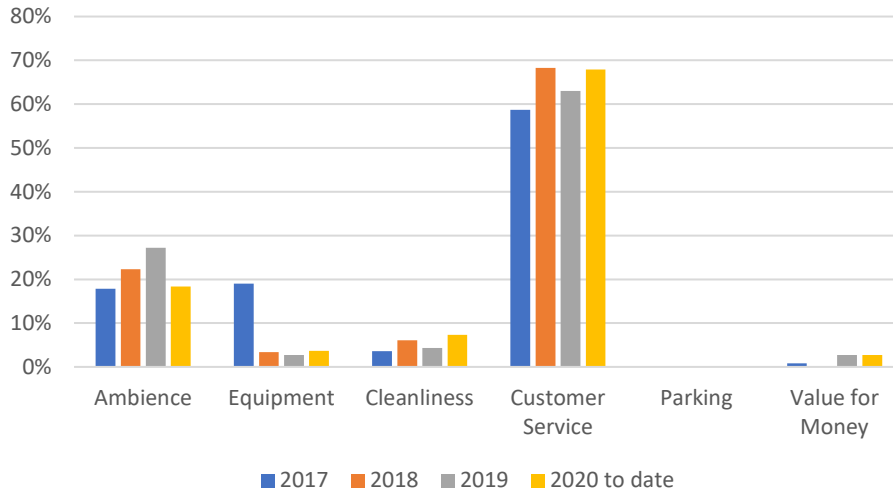


## b. Legacy Leisure Compliments, Complaints and Comments

The results below provide a summary of the compliments, complaints and comments for Kettering Swimming Pool facilities including the gym and Desborough Leisure Centre. The results have been summarised covering from 2017 to date:



### Summary of Compliments Received Legacy Leisure



### Summary of Comments Received Legacy Leisure

