

Leisure Centre Customer Satisfaction Survey



Some Helpful Hints Before Starting

Please read each question carefully and tick a box to indicate your answer. You only need to tick one box per question.

If you would like to make any additional suggestions or comments please type them in the box provided.

Once you have finished please take a minute to check you have answered all the questions that you should have answered.

If you have, just click on the submit button and your response will be sent to us.

If you have any queries about the questionnaire or what the information will be used for please do not hesitate to contact the Leisure Services Team by telephoning 01509 263151 or by e-mail at consultation@charnwood.gov.uk

Visiting our Leisure Centres

Which of the following Leisure Centres have you visited on this occasion?

Please tick ✓ one box only

Loughborough Leisure Centre



South Charnwood Leisure Centre



Soar Valley Leisure Centre



What matters to you?

Thinking about good service, please tell us how important each of the following are to you.
Please tick ✓ one choice only per row.

	Very Important	Quite Important	Not very important	Not important at all	Don't know
The helpfulness of staff.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The friendliness of staff.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Staff knowledge of their subject	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Speed of service at reception	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The cleanliness of facilities.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The availability of lockers.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Sports activities being available on time.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The swimming pool water temperature.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Speed of service at reception.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Telephone response times	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Accessibility of the site	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Is there anything else we've not included that you think is important?

Please write in the box provided.

How are we doing?

Thinking about the service you have received, please tell us how satisfied you are with each of the following. Please tick ✓ one choice only per row.

	Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied	Don't know
The helpfulness of staff.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The friendliness of staff.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Staff knowledge of their subject	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Speed of service at reception	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The cleanliness of facilities.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The availability of lockers.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Sports activities being available on time.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The swimming pool water temperature.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Speed of service at reception.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Telephone response times	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Accessibility of the site	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Overall Service provided at the leisure centre.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Please tell us what you like best about the leisure centre. Please write in the box provided.

Please tell us how we can improve (identifying what needs improving and your ideas about how we do it). Please write in the box provided.

Your Details

To make sure we are getting the views of people from across the Borough we would really appreciate it if you could provide us with the following information.

Your Name

Address

Postcode

Telephone No.

E-Mail Address

Are you ..? Please tick ✓ one box only

Male

Female

Your Age

Do you consider yourself to be disabled? Please tick ✓ one box only

Yes

No

How would you describe your nationality (e.g. Country of birth / origin)

To which of these groups do you consider you belong to? (Please tick ✓ one box only)

Asian / Asian British

Chinese

White / White British

Black / Black British

Dual / Mixed Heritage

Other

Thank you very much for taking part in this survey.

Your feedback will be used to help us to make sure we are meeting our customer service standards and are providing excellent customer service. We will only use this information for the purpose of research and will not pass it on to any third parties.