

FEEDBACK- FOCUS



How well are leisure centres collecting and responding to their customers' feedback?



August 2018
powered by DataHub

IN THE PAST 2 YEARS (JULY '16 - JUNE '18)



leisure centres are using feedback-Focus

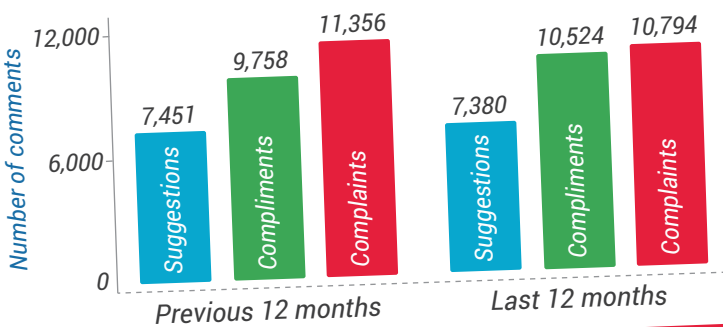


feedback forms collected



of all feedback comments resolved

HOW HAVE THE COMMENTS CHANGED?



-1%
Suggestion

+8%
Compliments

-5%
Complaints

SPEED OF RESPONSE

Initial response time



10.2 days



6.2 days

Initial resolution time



9.9 days



6.2 days

Response time reduced by **40%**

Resolution time reduced by **37%**