

April / Ebrill 2016 – March / Mawrth 2017

	April - July Ebrill - Gorffennaf	August - November Awst - Tachwedd	December - March Rhagfyr - Mawrth	Year Total Cyfanswm y Flwyddyn	
Complaints	7	5		12	Cwynion
Compliments	28	25		53	Canmoliaeth
Grievances	17	27		44	Anfodlonrwydd
Observations	5	5		10	Sylwadau
Total	57	62		119	Cyfanswm

A grievance is defined as an expression of dissatisfaction relating to a management decision or something that is out of our control.

There were 5 complaints. 1 complaint related to the poor state of one of the bedrooms. 10 rooms have been refurbished to date with a further 4 rooms completed in December. Another related to a video conference booking that did not begin on time and disconnected before the meeting had finished. The video conference facility was incorrectly set-up and once it was rectified unfortunately the finish time was not adjusted. Staff were reminded and re-trained on setting equipment up correctly. Another complaint related to the heart rate monitors in the cardio gym not working correctly, an engineer was called and the issues resolved. 1 complaint related to a below average fitness class instructor who was covering the regular instructor. However the same instructor also received a compliment which demonstrates the difference in personal preferences. The final complaint related to catering members of staff not changing their gloves between tasks and staff have been reminded they must do this in front of the customers.

25 compliments were received concerning various aspects of the service. Examples included:

- "The hospitality you show us is second to none and nothing is too much trouble, I cannot find a fault with anything" – British Aikido Board.
- "Quality and quantity was excellent [of food]" – Welsh Air-gun Association.
- "A huge thank you to everyone at Sport Wales for assisting through the autumn series" – Welsh Rugby Union.

All have been passed to the relevant staff members.

There were 27 grievances with 21 of these relating to fitness classes. 18 of these related to a change of time to a fitness class which resulted from additional requirements for a national governing body. Fortunately they amended their request and the class was reinstated to its' original time. 2 concerned moving the location of a yoga class to avoid it being cancelled and 1 regarding a cancellation of a class due to an event. A grievance was received regarding lights only being turned on 10 minutes before the booking, which is to save electricity and the customer was informed that courts could be booked earlier. Another grievance related to the frequent closures of the free weights room which is due to national governing body requirements and the membership scheme is competitively priced to reflect this. Another grievance was regarding the selection of food and amount provided, however this is what was requested by the customer. 1 grievance related to excessive noise from a school group while staying in the accommodation, the group were reminded that it is unacceptable to disturb other guests. Another grievance related to the car park being closed while major cricket matches take place, and whilst not ideal International matches could not be hosted without its' use. The final grievance related to a casual booking that was in-between two coaching sessions. The coaches were reminded that they need to be aware of other members who are using the same facility.

There were 5 observations. The first was a request to have a tissue dispenser in the free weights room and one has now been installed. Another was a request to open the facility to members earlier in the morning and this is being considered. 1 related to a dog accessing the rubbish at the rear of the building and more secure skips have been provided. 1 regarded the noise of the heating pipes while staying in the accommodation and these are due to be replaced as part of the refurbishment plan. The final comment related to a road sweeper operating at 5.30am and Cardiff Council have been contacted to inform them guests on Cathedral Road were dissatisfied.

100% of complaints were acknowledged within 2 working days and 100% replied to within the 10 working days specified in the Customer Service Charter.