

## Member Satisfaction Survey – September 2022

We recently sent out a member satisfaction survey. Thank-you to all those who took part, your comments are very important to us and we will use them to try and improve the facilities and services further. Below we have listed some of your key comments and noted our proposed action.

Your Comments / Notes	Our Reply / Action
<b>Repair time of equipment too long</b>	Our main supplier Precor have experienced a number of operational issues with spares supplies and logistical issues after a bereavement in the local engineer's immediate family. We have increased our network of service companies and this is soon to be expanded further with a new onboarding and tender process which should aid repair times & engineers available. <u>Please Note - Two pieces of equipment are beyond economical repair and are currently being kept for spares – all other equipment is now in working order.</u>
<b>Standards of cleanliness slipping since COVID. Put back reminder signs.</b>	While several members surveyed complimented us on our cleanliness standards, we have taken this feedback on board and will reinstall additional signage and encourage staff to set an example when on the gym floor and during classes.
<b>More choice &amp; variation of Classes</b>	It is difficult to get a perfectly balanced timetable that suits all parties. We often survey our members and ask advice on what types of classes they would like to see added/changes on the timetable. Timetable changes are primarily based on usage data and staff availability. If you would like to provide regular feedback on the class timetable, please speak to the Club Manager and request to join the social media groups.
<b>Exceptional team, very helpful, friendly, non-judgemental, welcoming professional staff. Never been to a gym which gave any sort of induction, health check etc – will keep me motivated. Options are good value for money.</b>	Thank you for the great feedback on the 3d Fitness Team and the outstanding service we provide, it really is appreciated by all of us.

The survey was emailed out to all members who we have a current email address for. If you did not receive the survey and would like to be included next time then please hand your current email address in to reception.