

Customer Feedback Point

We always welcome your feedback and use it as an opportunity to shape our standards and services.

Below is a summary of some of your feedback:

You Said....

You requested more lane swimming at Wigan Life Centre.

You requested seating close to fiction book shelves.

We Did....

Pool time table was changed to accommodate more lane swimming sessions

We supplied chairs in book area.

Some of your comments were:

“Cannot tell you how great I felt when I had finished the exercise class. When I realised I had exercised for one whole hour I was elated!!”

“Very impressed with Leigh Library. Staff are polite, friendly and very helpful. Choice of books is excellent and very varied.”

“Thanks to the Heritage Team. The children had a great day and really benefited from all your efforts. History is knowledge for the future!”

Our Performance

- During October – December 2011, 97% of all complaints received were responded to within the timescales set out in our Customer Care Policy