

Sports Overall Results

Overall Customer Satisfaction Rating - 97%

Customer Satisfaction Target for 2016/17 - 95%

Total Comments received January 2016 to July 2016 - 120

Total Complaints Received January 2016 to June 2016 – 100

Kelvin Hall complete refurbishment and re launch of centre in partnership with unique partnership between Glasgow City Council, Glasgow Life, the University of Glasgow and the National Library of Scotland will see this historic venue transformed into an exciting new centre of cultural excellence providing collections' storage, teaching and research, alongside a state-of-the-art Glasgow Club health and fitness centre.

Glasgow Club Scotstoun refurbishment of changing village and proposed new entry system to ease reception at peak times.

Glasgow Club Launch of new app ensuring an enhanced service for booking of venues & programmes for all service users.