

**Request No: ELIR00392**

**Received: 07.01.24**

**Closed: 01.03.24**

**Subject:** Customer Technical Issues and Service Improvement Measures

I hope this message finds you well. Pursuant to the Freedom of Information (Scotland) Act 2002, I am submitting a request for information regarding the technical issues experienced by customers in the use of Edinburgh Leisure's services, encompassing the public-facing website, Coaching Portal, Online Booking website, and mobile app.

To gain a comprehensive understanding, I kindly request the following information:

**Customer Technical Issues:** A summary of the major technical problems reported by customers over the past five years in relation to the public-facing website, Coaching Portal, Online Booking website, and the mobile app.

**Benchmarking and Comparative Analysis:** Details on any studies or benchmarks employed by Edinburgh Leisure to assess the frequency and nature of technical issues, and how the reported problems compare to industry and sectoral benchmarks.

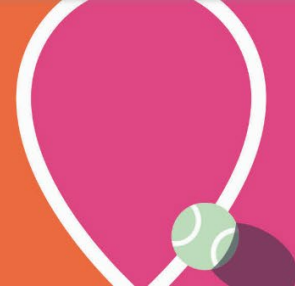
**Improvement Measures:** Documentation outlining the steps and strategies implemented by Edinburgh Leisure to address and ameliorate the identified technical issues.

**Constraints or challenges** faced by Edinburgh Leisure in implementing these improvement measures.

**Reports and Documentation:** Any internal reports, analyses, or reviews conducted by Edinburgh Leisure regarding customer-reported technical issues and the effectiveness of implemented solutions.

**Communication with Customers:** Information on how Edinburgh Leisure communicates with customers regarding technical issues, including any proactive measures taken to inform and assist customers in resolving problems.

**WHEREVER  
YOU'RE AT**



In accordance with the Freedom of Information legislation, I understand that there may be costs associated with fulfilling this request. To ensure the most efficient use of resources, please inform me of any potential fees or, if necessary, assist in narrowing down the scope of the request within reasonable limits.

For transparency and accessibility, I request that responses be provided electronically. If feasible, kindly process this request via the WhatDoTheyKnow platform.

I appreciate your attention to this matter and look forward to receiving the requested information within the statutory timeframe.

### **Response**

Request closed 01.03.24 as no response received from requester following request for clarification.

Receipt of original request: **07.01.24**

First request for clarification: **08.01.24**

Request for Clarification Reminder: **15.01.24**

Request for Clarification Second Reminder: **22.01.24**

Request for Clarification Third Reminder: **13.02.24**

No response received.

As 40 working days have elapsed, we have assumed that the requester is no longer seeking the information requested and have closed the request.

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