

29 January 2021

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Kia Ora Mr Paurini

Keith Spry Pool - Bans

Thank you for your request made under the Local Government Official Information and Meetings Act 1987 (the Act), received on 10 December 2020. You requested the following information:

- How many swimmers or spectators (customers, pool goers, visitors, people supervising children) have been banned from the Keith Spry Pool and what were they banned for?
- How many swimmers or spectators (customers, pool goers, visitors, people supervising children) have been complained about at the Keith Spry Pool and what were the complaints about? Which complaints lead to the person complained about being banned and which complaints didn't lead to the person complained about being banned and why was she or he not banned?
- The pool manager, Amy Carter has confirmed with me that every complaint is documented so do not generalise. Provide detail for each event that lead to the swimmer or spectator being banned or complained about for the following years:
 - 2020
 - 2019
 - 2018
 - 2017

Wellington City Council has reviewed your request. On 24 June 2020 the Council had send you a list of complaints from 2017 – 2020 and outlined which complaint led to a ban and the reason. The Council will not be providing any further details to protect the privacy of any individual, this part of your request has been refused under section 7(2)(a) to protect the privacy of natural persons. The Council has updated the 2020 complaint information to reflect the full year.

	Complaint	Ban from pool	Reason for Ban
2017	Swim coach interaction with pupils.		
	Public asking visitors for personal details.		
	Two members of the public taking up a lane for swimming lessons disrupting other patrons.		
	Special requirements school student bit Swimwell Trainer, lessons ceased with this student permanently as this was not the first time.		

	Complaint	Ban from pool	Reason for ban
2017 Continued	A child told their parent on returning home that a man was asking inappropriate questions at the pool.		
	A patron approached staff and said they were concerned over the interaction of Swim Coach and their pupil, Lifeguard approached the Instructor and dealt with it.		
	Total of six complaints registered with Keith Spry Pool in 2017	Zero bans.	

	Complaint	Ban from pool	Reason for ban
2018	Disruptive behaviour and failing to follow Lifeguard instructions.		
	Watching objectionable material in public.		
	Patron (banned for previous incidents in 2016 until they attend a meeting to discuss his behaviour) posted an offensive FB post.		
	Group of youths asked to leave for disruptive behaviour and failing to follow Lifeguard instructions.		
	The same group of youths as above asked to leave for disruptive behaviour and failing to follow Lifeguard instructions.	Yes	Inappropriate behaviour
	The same group of youths as above asked to leave for disruptive behaviour and failing to follow Lifeguard instructions, on this event they were banned for the remainder of the holidays by TL.		
	parent pushing child to continue swimming despite being in the pool for two hours continuously and failing to follow the Lifeguards instructions that this was not safe, and they had to have a break.	Yes	Inappropriate behaviour
	Special requirements child who was aggressive and removed from the pool by staff and her teacher wilfully urinated once out of the pool banned for the remainder of the school term.	Yes	Inappropriate behaviour
	Special requirements child struck lifeguard, noted as the school was called and told that the child would not be allowed back in as this had occurred previously.		
	Total of nine complaints registered with Keith Spry Pool.	Three resulted in bans.	

	Complaint	Ban from pool	Reason for ban
2019	Public advised pool staff that a parent was coaching his child to exhaustion.		
	Patron verbally abusing staff about a faecal incident in the pool and how they were dealing with it.		
	Lifeguard heard yelling, screaming and the sounds of a strike from a changing room. Pool Manager advised and engaged with the parent.		

2019 Continued	Complaint	Ban from pool	Reason for ban
	Patron swearing at staff about the cleanliness of the pools as well as using racial slurs and offensive language about other pool users.		
	Inappropriate comments made to a female member of staff.		
	Patron upset over faecal issues was demanding that all children should be banned.		
	Patron stormed in, cut the que at reception was aggressive and disruptive. Patron would not calm down and calling the Police was considered by the staff.		
	Patron was upset at how busy the pools were and upset over food on the floor in the birthday party area. Started recording the party attendees, Pool Manager spoke with them and then he started taking photos of the staff.		
	Patron demanded that staff had to move one of the swim groups, staff declined and he then insulted them.		
	Patron was upset that the dive board was still open, even though it was supposed to be. Then advised the clocks were wrong and he would be staying until the pools closed.		
	Patron was verbally abused by an ex-partner, Pool Manager diffused situation.		
	Patron got aggressive towards staff about the disabled changing rooms not being free and would not use the family ones as the floors were too wet.		
	Patron started yelling at children playing as they believed it was not appropriate, Pool Manager spoke to them.	Yes	Inappropriate behaviour
	Patron made inappropriate remarks towards a female staff member and was asked to leave by Pool Manager and banned for 2 weeks.		
	A Swimwell instructor was grabbed by the face from her client.		
	A Patron was asked to leave the dive pool with their child and became aggressive and abusive but left.		
	A patron was locked out when they used the fire exit to get out of the Pool and the Lifeguard secured it behind them. Became aggressive and abusive and was asked to leave for the day.		
	A Swim team tutor was aggressive towards their student, pushing their head under the water while moving their arms in the freestyle motion. All staff advised and this group was watched for the remainder of the visit and the next session a week later.		

2019 Continued	Complaint	Ban from pool	Reason for ban
	A parent was aggressive towards their child, pushing their hands firmly while moving their arms in the breaststroke motion. Pool Manager was called as the child was upset and crying, behaviour addresses.		
	A person was asked to not use the diving board for pullups in the pool, responded aggressively and left the pool on their own. Apologised on the way out for their behaviour.		
	A patron complained that another pool user has made homophobic comments at their son. Pool Manager addressed the issue with the person in question.		
	A patron made inappropriate comments towards another patron of the opposite sex, Pool Manager dealt with the situation.		
	Total of 22 complaints registered at Keith Spry Pool in 2019	One ban.	

2020	Complaints	Ban from pool	Reason for Ban
	A youth patron struck another youth patron, warnings given.		
	A patron verbally abused another patron, after interaction from the staff. Apologies were forthcoming and accepted.		
	A group of youths were advised to cease bombing and jumping into the main pool, became aggressive and abusive until they were advised that they would be required to leave the site if the behaviour continued.		
	A patron was asked to leave for unsocial behaviour after multiple interactions with Lifeguards trying to amend behaviour.		
	Patron made a complaint that they had not had a follow up on a previous complaint, did not follow up again on the way out - Pool Manger advised.		
	Patron was following another patron making them feel uncomfortable. On interaction patron advised that he had mental health issues, warned about possible trespass.		
	Patron was asked to stop staring at people using the pool as it was making them uncomfortable.		
	Patron was requested to leave after not following Lifeguard instructions about how to use the pool correctly.		
	Patron was observed to be watching other pool users, after 20 minutes he was approached and advised that he needed to use the facilities or leave, he chose to leave.		
Patron walked into reception and made an offensive gesture and engaged with the staff making them uncomfortable. Once a line formed up behind the patron they left.			

	Complaints	Ban from pool	Reason for Ban
2020 Continued	Same as above patron abused and derided staff as he believed they were not doing their job correctly. Made the staff so uncomfortable they left the conversation and escalated to the Manager.	yes	Inappropriate behaviour
	Customer was harassed in spa by another patron. Manager spoke with customer as they were leaving the facility and advised that their actions were inappropriate and advised the expectations when visiting the facility. Informed that next actions would result in a ban. Customer apologetic.		
	Total of 12 complaints registered at Keith Spry Pool in 2020	One ban.	

Right of review

If you are not satisfied with the Council's response, you may request the Office of the Ombudsman to investigate the Council's decision. Further information is available on the Ombudsman website, www.ombudsman.parliament.nz.

Thank you again for your request, if you have any question please feel free to contact me.

Kind regards



Asha Harry
Assurance Advisor