

Together

we will make things better.

We endeavour to provide a quality leisure service in a clean and safe environment and actively encourage customer feedback. Please take a moment to complete this form and send to the centre you are commenting about. Centre addresses can be found at: www.stevenage-leisure.co.uk

We assure you of a response, within 4 working days, answering your specific comments.

This is a: Comment Compliment Complaint (please tick the appropriate box)

Centre visited: 1. Date of visit

2. Purpose of visit 3. Time of visit

4. What other activities do you take part in at this centre?

5. Are there any additions to our programme that you would like to see us provide.

6. What is your overall impression of this centre?

Very Satisfied Quite Satisfied Not Satisfied Not at all Satisfied

7. How often do you visit this centre?

8. Do you have any comments or suggestions you wish to make about your visit?

A reply will automatically be made to your comments. If you require your comments to be noted and a reply is not necessary please tick this box.

9. If there are any activities that you would like to receive regular information on please tick the appropriate boxes below for inclusion on our mailing lists.

Fitness Studio Exercise Classes Swimming Dry Side Activities

Swimming Lessons Children's Activities Children's Parties

Other:

Mr./Mrs./Ms./Miss, (Delete as necessary) Forename:

Surname: Date of birth: / /

Address:

Town/Village:

Post Code: Tel (Day): (Eve):

E-mail:

Please post this card in box provided or return to the above address.

Stevenage Leisure Limited reserve the right to send you information on forthcoming events and promotions, if you do not wish to receive this information please tick the box.

OFFICE USE ONLY Information entered on database/mailling form
All information will be treated in the strictest confidence and will be used to assist Stevenage Leisure Limited to continually improve customer care.

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We want to hear **your** comments

“...not well organised”
“...not well organised”

“excellent!”
“excellent!”

“I would like...”
“I would like...”

“...disappointed”
“...disappointed”

“...very professional”
“...very professional”