

Have Your Say!



We will **take action** on your complaints.

We **welcome** your comments.

We **value** your suggestions.

Please tick the box which best describes how you feel about each of these issues.

	Delighted	Happy	Unhappy	Disappointed	No Opinion
Facilities					
Toilets	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Changing Rooms	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Sports Facilities	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Equipment	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Cleanliness	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Vending	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Disabled access and facilities	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Information/Brochures	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Website	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Staff					
Courtesy	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Helpfulness	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Overall Impression	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Value for money	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Thank you for taking the time to complete this form.

We will publish a summary of your feedback each month, including some sample comments and an analysis of your satisfaction ratings.

There are lots of other ways that you can help us to improve our facilities and services too. We run regular Service Development Groups or User Forums. We operate a comprehensive Mystery Visit programme, there are four Exit Surveys each year where we gather your views on specific issues and of course we're always delighted to receive your verbal comments.

Just speak to any of our staff team for further information.

www.catterickleisurecentre.com



THIS CENTRE IS MANAGED ON BEHALF OF THE MOD BY BLADERUNNER LTD



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We will **take action** on your complaints.

We **welcome** your comments.

We **value** your suggestions.

We are dedicated to providing the best quality service at Catterick Leisure Centre. Please tell us what you think and help us to keep on improving. Simply complete this form and post it in the Customer Comments box.

Name	Address
Telephone	
Email	

How would you like us to respond?

Post Email Telephone No Response Required

Please detail your comments/suggestions/complaint below.

If your comments/suggestions/complaint is about a specific incident, please give information.

Site	Date	Time	Area within centre
Activity involved		Member of staff dealt with	

Office
Use Only

Date received

CLC response by/date

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