

Talk Back



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 all of our facilities. Please tell us what you think and help us to keep on improving. Simply complete this form and either e-mail it to us or post it in the Customer Comments boxes on site.

Name

Address

Telephone

E-mail

How would you like us to respond?

Post

E-mail

Telephone

No Response Required

Please detail your comment/suggestion/complaint below.

If your comment/suggestion/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

TVLL response by/date

Talk Back



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

Facilities

- Toilets
 - Changing Rooms
 - Sports Facilities
 - Equipment
 - Cleanliness
 - Vending/Food and Drink
 - Disabled access and facilities
 - Information/Brochures
 - Website
- ## Staff
- Courtesy
 - Helpfulness
- ## Overall Impression
- ## Value For Money

	Delighted	Happy	Unhappy	Disappointed	No Opinion
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/Food and Drink	<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"/>
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 at all of our sites, 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.