



Comments *(continued)*

Do you have any special needs we can help you with?

Are there any ways in which we could improve access to the pool for you?

Thank you for taking the time to complete this form. Your feedback is appreciated.

Should you have any further queries or suggestions, please don't hesitate to fill in another form or even send us an email enquires@hilac.com.au



Customer Feedback

Valuing your opinion



Member feedback

The Hamilton Indoor Leisure & Aquatic Centre would be grateful if you could take the time to give us some feedback on your experience at the centre.

Regardless of whether it is a constructive criticism, a compliment or a suggestion, it is valuable feedback that will assist us in the continual improvement process.

As the saying goes **“If we don't know it's broken we can't fix it!”**

The process

Once you have given us some written feedback either by email, letter or feedback form, that feedback is electronically recorded.

Dependent on the nature of the feedback:

- Compliments will be passed on to the relevant staff member or team,
- Suggestions will be considered at the relevant team meeting,
- Constructive criticism will be passed on to the manager to be actioned further.

The summary of feedback is considered by management at its monthly meetings and is reported to Council in a formal reporting process.

Feedback may eventually result in new services, revised programs or improved maintenance regimes.

So please take the time to give us your comments.

The personal information requested on this form is being collected by Council for customer feedback purposes. The personal information will be used by Council solely for the primary purpose or directly related purposes.

Date

Name *(optional)*

Contact no. *(optional)*

Email address *(optional)*

Would you like us to contact you in regards to your feedback?

Yes

No

Nature of the feedback

Complaint

Suggestion

Compliment

Feedback in relation to

Aquatic facility

Group fitness

Gymnasium

Customer service

Programs

Other (Please State)
