

customer comments & feedback

We aim to provide the very best possible service to every one of our customers and are constantly seeking to improve and maintain our standards.

We welcome your comments and feedback on your visit today. Just fill in your details and hand in or post this sheet to any of our centres.

Thank you for your comments, if you would like a response please indicate the best way for us to contact you:

By: post email

Name:

Address:

Postcode:

Telephone:

Email address:

Name of site visited:

Date and time of visit:

Customer comment:

Customer Charter: We promise to acknowledge written comments within three working days and to give you a full response normally within ten working days.

Newmarket Leisure Centre 01638 782 500

Mildenhall Leisure Centre 01638 717 737

Mildenhall Swimming Pool 01638 712 515

Brandon Leisure Centre 01842 813 748

Data will be stored and used in accordance with the provisions of the Data Protection Act 1998 for which Anglia Community Leisure is registered. If you do not wish your details to be kept on file please tick the box:

For more information visit: www.angcomleisure.com



Working in partnership with
Forest Heath District Council

...are we getting it right?

satisfaction survey

Please use this side of the form to tell us what you think of our service. We will use your feedback to help us improve what we do.

We welcome your comments and feedback on your visit today. Just fill in your details overleaf and hand in or post this sheet to any of our centres.

How satisfied were you with our:

(Please tick one box per line)

	Very Satisfied	Satisfied	Neither Satisfied nor Dissatisfied	Dissatisfied	Very Dissatisfied
1. Quality of service	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2. Speed of service	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3. Range of information available	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4. Range of activities	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
5. Cleanliness	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Overall how satisfied were you with your visit today?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

If you wish to make any additional comments please use the space overleaf

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