



# MEMBER FEEDBACK

## MURRAY EVANS SPORTS AND AQUATIC CENTRE

Murray Evans Sports and 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, submission of 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 regular meetings and is reported to the Business Manager 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 Somerville House for customer feedback purposes. The personal information will be used by Somerville House 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*

Compliment

Suggestion

Complaint

*Feedback in relation to*

Aquatic Facility

Programs

Indoor Sports Hall

Customer Service

Fitness Centre

Other (please state) .....

*Comments*

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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 [aquatic@somerville.qld.edu.au](mailto:aquatic@somerville.qld.edu.au)