

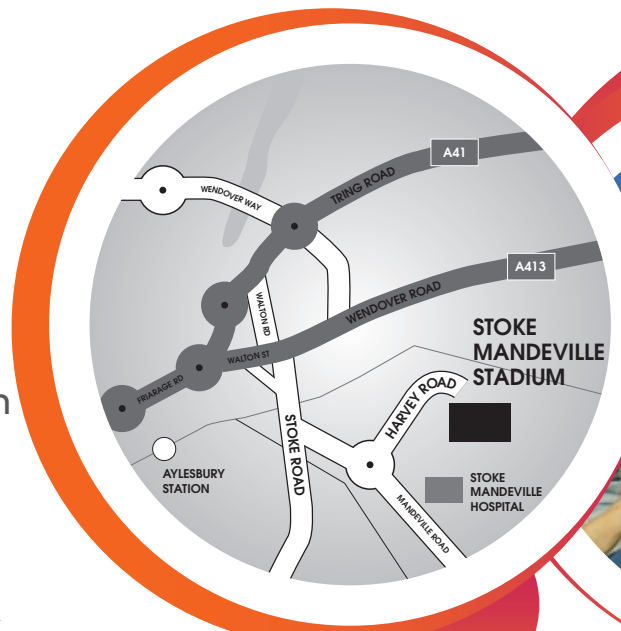


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Any bright ideas?

We value your comments



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www.harpersfitness.co.uk



Stoke Mandeville Stadium is managed by Leisure Connection Ltd. on behalf of WheelPower

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Customer charter

Do you have any bright ideas or feedback on how we can improve our service to you?

We are committed to providing a quality service every time you visit and appreciate you taking the time to help us improve this.

Service Promise

We promise we will:

- Make you welcome and help you to enjoy the use of the facilities.
- Provide staff who are courteous, properly trained and happy to assist you at all times.
- Provide facilities that are clean and well maintained.
- Listen carefully to what you say and involve you in decisions that affect your enjoyment of these facilities.
- Charge prices which offer good value for money.
- Serve you as quickly as possible.
- Respond to your written or telephone comments within seven working days.
- Display our feedback to comments.
- Maintain a balanced programme of activities and services which cater for all our customers.

We would like you to help us get things right and tell us any bright ideas you may have to help us improve our service to you.

If you prefer, you can email us at comments@harpersfitness.co.uk

Do you have any bright ideas or feedback?

First Name: _____

Surname: _____

Address: _____

Postcode: _____

Telephone: _____

Mobile: _____

Email: _____

What time did you visit? _____

The date of your visit? _____

Name of centre: _____

Should you need additional space to write your comments please use the back page.

Would you like a response from the manager?
Yes () No ()

How would you prefer us to contact you?
Telephone () Email ()

Thank you for taking the time and trouble to fill in this form.

Please put the completed comment form in the comment box or hand into reception.

All information will be treated in strictest confidence and will be used to continually improve our service to you.

Office Use Only

Action Taken: _____

Response: _____

Further Action Required: _____

Manager's Signature: _____

Date: / /

Surname: _____

