

Thank you for taking the time and trouble to answer these questions. Please put the completed form in the comments box.

We automatically respond to all comment forms, if you do not want a response please tick box.

If however you would like to receive a written response please complete your details accordingly.

Name: _____

Address: _____

Postcode: _____

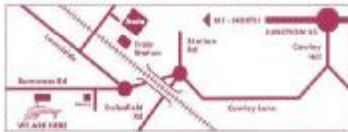
Telephone Number: _____

Email: _____

Membership No. if applicable: _____

All information you provide will be treated in the strictest of confidence and will not be passed to any third party or used beyond the scope of this form.

HOW TO FIND US



PUBLIC TRANSPORT - BUSES

TO BURNCROSS ROAD
37, 37A, 726, 74, 74A, 77, 80, M92

TO CHAPELTOWN CENTRE
29, 56, 72, 72A, 73, 75, 76, 201, 265, X10

TRAINS

TO CHAPELTOWN STATION
Walk down the steps from other platforms, turn right and walk to Burncross Road.

HELP US TO HELP YOU

We would like you to help us get things right.

We encourage you to let us know your views on our services and facilities. You can tell us if you're not happy with anything concerning your visit as well as details of what pleased you. Thank you in advance for your views as they will help us to maintain high standards of service to all our customers.

Listed below are six ways by which you can help us to help you:

1. Any member of staff can assist you during your visit. They will take immediate action to remedy any problem if possible.
2. The Senior Recreation Assistant responsible for the day-to-day operation of the building will be able to discuss any issues you may wish to raise.
3. Please take time to complete the Customer Comment Slip, which is attached, detach and place in the box provided. We look at every completed form and will ensure that you receive a written response. If you do not want to receive a response please tick the relevant box.
4. Why not attend one of our Quarterly Customer Forums. This will give you the opportunity to discuss relevant issues on a personal basis. Dates of the Forums are displayed on the information board in reception.
5. If at any time you are not satisfied with the response you receive from a member of staff, please contact the Manager at the centre.
6. If you wish to write, please send your letter addressed to the Manager here at the centre.



Raising funds to secure the future of your community run facility.
If you have any fund raising ideas please complete the Comment Form



YOUR COMMENTS & CUSTOMER CHARTER

'to provide a welcoming, affordable leisure experience for all customers'

Burncross Road, Chapeltown
Sheffield, S35 1RX
Tel: 0114 257 0354 Fax: 0114 245 0006

CUSTOMER CHARTER

We are committed to providing a quality service every time you visit.

It is important to us, therefore that you :

- Find our staff helpful and friendly
- Enjoy your visit
- Return to visit us again

To ensure this happens, we have produced certain standards that all our customers should expect. These standards are displayed at reception, with information on how we are performing.

If we are unable to offer the services we promise, we will notify customers as soon as possible and endeavour to offer an alternative. Thank you for visiting us and we look forward to welcoming you again soon.

SERVICE PROMISE

We promise we will:

- Make you welcome and help you to enjoy the facilities.
- Provide staff who are courteous, properly trained and happy to assist you at all times.
- Provide facilities that are clean and safe.
- Charge prices which offer good value for money.
- Serve you as quickly as possible.
- Answer the telephone in a polite and courteous manner.
- Listen carefully to what you say.
- Respond to your written or telephone comments within seven working days.
- Display our feedback to your comments.

CHAPELTOWN BATHS CUSTOMER COMMENTS

Finding out what customers think is vital in improving the services we provide. It would be valuable to us if you could spare a couple of minutes to complete this form. (This is the time you get to write what you really think)



	EXCELLENT	GOOD	AVERAGE	POOR
Appearance/ conduct of staff	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Customer information	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Cleanliness/appearance of Reception	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Cleanliness/appearance of Changing Rooms	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Appearance of Pool Side	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Sessions timetable planning/delivery	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

ANY OTHER COMMENTS:
