



CUSTOMER FEEDBACK / COMPLAINT FORM

The YMCA Tauranga views customer feedback as an opportunity for improvement and deems to utilize these events as an opportunity to not only improve the service provided but to build stronger relationships and loyalty with individual customers who have taken the time to let us know how they are feeling.

Customer name: _____

Customer Code: _____ (if known)

Today's Date: / /

Daytime phone number: _____ (Optional)

Email Address: _____ (Optional)

Address: _____
_____ Postcode: _____

Please record your feedback including dates and times where possible (use overleaf if necessary):

Please state the programme the feedback relates to e.g. Y-Meals, After School Care, ALFS (Active Lifestyles Fitness & Socialising, Education, Volunteering or 'Other'):

Staff section only

What action is required from this feedback?

General Manager's Signature: _____ Name: _____

Programme Coordinator Signature: _____ Name: _____

Date customer feedback received: / /

Written response sent to customer: / /

Date reported at Managers Meeting: / /

Please attach any other relevant information to this document.

Email to: feedback@ymcatauranga.org.nz

Post to: 428 Devonport Road, Tauranga