



Customer Feedback

Help us to help you

At Blue Mountains Leisure Centres we aim to provide you with the ultimate leisure experience. This is only possible through the combined efforts of our employees and your valued feedback.

We openly welcome your honesty and any comments which relay your experience to us. We want to make it easy for you to let us know how you feel.

All employees and management of Blue Mountains Leisure Centres play a role in the handling of customer requests.

- 1. Your request can be forwarded in two ways: Complete this leaflet and personally put it in our suggestion box at the customer service desk. By post addressed to the Centre Co-ordinator at the address overleaf.
2. Requests will be recorded upon their receipt and you should be contacted within 7 working days with a resolution where possible.
3. We recognize that some issues are more complex than others and may in fact require more time to research and resolve. In this case we would contact you with a follow up time and action.

Have you previously brought this matter to the attention of an employee of Blue Mountains Leisure Centres? Yes/No

Date:
Name:
Address:
Business Hours Contact Number/Email

Suggestion/Feedback/Complaint

What is your preferred mode of contact? (please circle) Phone/Written/Email

Blue Mountains Leisure Centres
Locked Bag 1005
Katoomba 2780