



Blue Mountains City Library Feedback Form

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

Date:

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Name:

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Address:

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Business Hours Contact Number/Email:

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Suggestion/Feedback:

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What is your preferred method of contact?

Please circle—Phone/Written/Email

**Blue Mountains City Library
Locked Bag 1005
Katoomba NSW 2780**

Customer Feedback Help us to help you

Staff at Blue Mountains Libraries welcome your honesty and any comments which relay your experience at any of our six Library Branches or Book Express service.

We want to make it easy for you to let us know how you feel.

All employees and management of the Blue Mountains Libraries play a role in the handling of customer complaints.

1. Your request must be posted to the Library Manager at the address overleaf.
2. Feedback forms will be recorded upon their receipt and you should be contacted within 7 working days with a resolution where possible.
3. It is recognised that some issues are more complex than others and may in fact require more time to research and resolve. In this case you will be contacted with a follow up time and action.

