

Community Centres Survey

We would be grateful if you would you take the time to complete this form. The information you provide is vital for us to ensure continual improvements within our community centres.

Name

Name of community centre used:

Date:

Please advise the event you have booked for:

What other facilities or services would you like to see within our centres?

Please provide suggestions on how you feel we can improve our centres.

Were you happy with the level of service provided by the community services booking team?

Service	Excellent	Good	Satisfactory
Telephone manner			
Politeness			
Booking procedure			
Customer enquiries			
Information provided			

Would you recommend our community centres to others?

YES

NO

Additional comments:

Were you happy with the level of service provided by the facility officers looking after the centre today?

Service	Yes	No	Other comments
Was the centre opened on time?			
Was the facility officer polite and helpful?			
Were you able to contact the facility officer by phone?			
Was the room/hall booked clean?			
Were the toilets clean?			
Was the facility officer available at the end of your booking?			

How would you rate the prices of our venues?

Comparative with other centres	Good value	Acceptable value	Not good value

Do you feel there is sufficient parking within our community centres?

Excellent	Good	Satisfactory

Would you like to be informed of community events? If so how would you like to be informed?

Please provide details below:

Mobile	
Email	
Other	

Time booked from to Please amend if booking exceeded end time .

Additional AFO comments

Customer signature

Facilities officer signature

Thank you for taking the time to fill out the survey. We look forward to receiving your comments.