

# Visitor Feedback form

## Tell Us About



Surf Coast Tourism and the local tourism industry pride itself on its commitment to providing visitors with a quality experience in the Surf Coast region. As the local tourism body, we appreciate your comments and will forward and action your comments as appropriate in support of continuous improvement for the region.

### I would like to share my experience regarding:

<b>Business name</b>			
<b>Town/Location</b>			
<b>Date(s) of stay</b>			
<b>What does your comment relate to?</b>	<input type="checkbox"/> Customer Service	<input type="checkbox"/> Professionalism	<input type="checkbox"/> Quality/presentation
	<input type="checkbox"/> Other _____		

### Here is a summary of the Surf Coast experience that I'd like to tell you about:

### Has this experience affected your impression of this region?

<input type="checkbox"/> Yes <input type="checkbox"/> No	
<b>I am now</b>	<input type="checkbox"/> <b>more likely to return</b> Thank-you for your positive feedback. It will be passed on to the relevant Tourism member and is an opportunity to recognise excellence in visitor service.
	<input type="checkbox"/> <b>less likely to return</b> Your comments are important to us. Please provide additional information on the following page.

### My Details

<b>First name</b>		<b>Last name</b>	
<b>Address</b>			
<b>Suburb</b>		<b>Post code</b>	
<b>Phone/Mobile</b>		<b>Email</b>	

### Declaration

I declare that the above information is true and correct to the best of my knowledge. I agree that the information I have given in this form may be used or disclosed by Surf Coast Tourism to process this complaint.

**Please tick this box if you do not want your details forwarded as part of this feedback**

<b>Signature</b>		<b>Date</b>	
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**I have attempted to resolve this matter? (please explain)**

Have you spoken or written to the business/individual in an attempt to resolve the matter?

What, if anything, did the business/individual offer to resolve the matter?

**Cost of transaction (if any)**

\$

**Additional information**

I have written documents to support my claim (eg evidence of transaction, receipts, quotes, correspondence, cancellation policy, etc). If yes, please attach

**I would like this matter to be resolved in the following way:**

What do you think would be fair and reasonable

**I think this matter could be avoided in future by:****What can Surf Coast Tourism do?**

We believe in honest and open communication and hope that the sharing of information leads to improved understanding, communication and better processes for your own future visitation and for others.

If there is a matter that needs resolution, we can attempt to open lines of communication between yourself and the business/individual about a matter but cannot compel a business to resolve an issue. A copy of these comments will be kept on file with Surf Coast Tourism about the business/individual involved and also will be forwarded to the business/individual concerned for their response. The resolution of any complaint will be forwarded to you if required.

*Privacy Statement: The Surf Coast Shire considers that the responsible handling of personal information is a key aspect of democratic governance, and is strongly committed to protecting an individual's right to privacy. Council will comply with the Information Privacy Principles as set out in the Information Privacy Act, 2000. The information will not be disclosed to any other party unless Council is required to do so by law.*