# **SPCA Fiji Islands Customer Feedback Form**

[use this form if you require specific follow up regarding a staff member or an incident at the SPCA]

Please complete all sections. You will need to email it to spcaec@connect.com.fj

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| **CUSTOMER DETAILS** | |
| Customer Name | Click or tap here to enter text. |
| Phone contact | Click or tap here to enter text. |
| Address (residential – please be specific) | Click or tap here to enter text. |
| Email address | Click or tap here to enter text. |
| First visit to SPCA Fiji Islands? | Yes No |

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| **CUSTOMER FEEDBACK** | | |
| Date of visit | Click or tap here to enter text. | |
| Staff member(s) consulted | Click or tap here to enter text. | |
| Purpose of feedback | Choose an item. | |
| Area of service (please select from list) | Choose an item. |  |
| Description of your experience. Please be specific. | Click or tap here to enter text. | |
| *What action would you like SPCA to take?* | Click or tap here to enter text. | |

*Please email this completed form to* [*SPCAEC@connect.com.fj*](mailto:SPCAEC@connect.com.fj)*. Management will discuss the matter with the staff member(s) concerned and will be in touch with you within 3 working days.*

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| **ADMINISTRATIVE USE ONLY** | | | |
| Date received (by Manager) | Click or tap here to enter text. | Acknowledgement message sent? (confirm contact details) |  |
| Follow up requests to staff member(s) – add date and names | Click or tap here to enter text. | | |
| Confirm details (if relevant) in Vision |  | | |
| Report(s) received from staff member(s) | Click or tap here to enter text. | | |
| Compile reports and follow up discussions | Click or tap here to enter text. | | |
| Prepare report |  | | |
| Contact customer (date) |  | | |
| Resolved? | Yes Date Click or tap here to enter text. | | |
| Details | Click or tap here to enter text. | | |
| Follow up actions if no resolution reached (include dates and names) |  | | |