

# CITIZEN SUGGESTION/COMMENT/COMPLAINT/CONCERN FORM

We welcome suggestions or remarks concerning our programs, facilities, personnel, services, etc.



**Suggestion/Remark** (Please include the date, time, location, etc. Use other side if necessary):

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If you would like to be contacted for further information please fill in the information below:

Name: \_\_\_\_\_ Date: \_\_\_\_\_

Address: \_\_\_\_\_ City: \_\_\_\_\_ Zip: \_\_\_\_\_

Phone: \_\_\_\_\_ Email: \_\_\_\_\_

Contact me by (circle one)... Phone In-Person Letter Email

### OFFICE USE ONLY

**Desk Staff:** Please provide your name and the date and time you received the form. Add any additional comments regarding the complaint (if you talked with the patron regarding their comment/complaint). Place the form in the mailbox of one of the Leadership Team Members.

Staff Member accepting form (Staff Name): \_\_\_\_\_ Date/Time Received: \_\_\_\_\_

Additional Comments from staff: \_\_\_\_\_

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This form was put in the mailbox of: \_\_\_\_\_

(Leadership Team Staff Member Name)

### FOLLOW-UP NOTES

**Leadership Team Member:** Please provide details on the action taken regarding the complaint/comment.

Was citizen contacted (circle one)? YES NO How? \_\_\_\_\_ Date: \_\_\_\_\_

Additional Comments from staff: \_\_\_\_\_

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**The mission of the Geneseo Park District is to enhance the quality of life in our community by providing a positive recreational experience for all.**