

Feedback & Complaints Form



Here at Sonshine Ranch we aim to have a great time and to do it safely, but things don't always go to plan. That's why we have a process in place to help resolve any issues you may have. If you feel there's something that can be done better, or you're not happy with any aspect of the organisation, we would like to know about it. Sonshine Ranch Management take all complaints very seriously.

Name: _____ Date of visit: _____

Day time phone: _____ Mobile: _____

How would you rate the following at Sonshine Ranch? (Please Circle)

• Staff Professionalism	Very Good	Average	Needs Improvement
• Activities	Very Good	Average	Needs Improvement
• Atmosphere	Very Good	Average	Needs Improvement
• Value for Money	Very Good	Average	Needs Improvement
• Food (if availed)	Very Good	Average	Needs Improvement
• Cleanliness	Very Good	Average	Needs Improvement
• Booking Procedure	Very Good	Average	Needs Improvement
• Safety	Very Good	Average	Needs Improvement

Would you visit Sonshine Ranch again? Yes No

Comments, complaints or suggestions for improvement:

COMPLAINTS PROCESS

- Complaints are reviewed by the Safety Officer who has the responsibility to investigate complaints.

If we receive a complaint Sonshine Ranch will:

- Acknowledge the complaint within two working days, either in writing or orally if over the phone.
- Endeavour to resolve the issue in the first instance, but if, for any reason, we need to conduct an investigation in response to the complaint, we will keep all parties up to date with the investigation progress.
- Endeavour to resolve the complaint within 20 working days. If we can't we will provide a good reason to extend the investigation by a further 20 working days.

Please hand this form in to the office prior to leaving or alternatively it can be emailed to office@sonshineranch.co.nz or posted to 223 Creightons Rd, RD2 Papakura 2582. Thankyou!