MARAYA
TRAINING CENTER W.L.L.

FEEDBACK FORM

CONTACT DETAILS

First Name _____ Middle Name _____ Last Name _____

CPR _____ Date of birth _____ Nationality _____

Mobile _____ E-mail _____

Marya Training Center Customer feedback Form in support of providing continuous improvement to our current services.

Please use this form to give us your suggestions or compliments. They're important to us.

1. **This feedback is a:** ☐ **Suggestion** ☐ **Compliment**
2. **About which service?**

_____

_____

3. **How did we provide the service?**

☐ phone ☐ website ☐ letter ☐ seminar

☐ email ☐ other (please specify)

Phone number called (if appropriate)

4. **When did we provide the service?**

Date of service Time

5. **Are you:** ☐ a trainee ☐ a consultant ☐ providing feedback on behalf of someone else
6. **Please write details of your feedback here:** *(attach additional pages if needed)*

YOUR FEEDBACK IS IMPORTANT TO US

Suggestions and compliments help us to know what we are doing right or where we can improve.

Complaints are equally important and we would like to know about anything that concerns you.

We prefer to address them as soon as we can, if possible. If we can't do that we will call or email you within 4 working days or write to you within 20 working days. That's our guarantee.

To send your feedback, you can:

- Complete this form and leave it at Maraya Training Center.
- Scan and E-mail this form to the following address: **info@marayatraining.bh**

CONFIDENTIALITY

Any information we gather through this Feedback System is used for service improvement and will not be used for any other purpose. You can also ask that your personal details be withheld from any Fair Trading staff member(s) about whom you are complaining. We will respect this; however, if your complaint is difficult to deal with we will contact you before taking further action.