Gym member feedback follow-up template

Type into the fields in a PDF reader, save a copy, or print and write by hand. Use record references; do not include passwords or unnecessary personal information.

Club / feedback reference / received date

Channel / category / record location

What was raised and desired outcome

Acknowledged by / date

Assigned owner / next response due

Investigation and agreed action

Response sent / outcome

Closure evidence / reopened or recurring issue

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- [ ] Record facts and the requested outcome neutrally.
- [ ] Avoid unnecessary personal, health or payment information.
- [ ] Use urgent incident procedures when safety is involved.
- [ ] Acknowledge receipt through the approved channel.
- [ ] Assign a response owner and next update date.
- [ ] Record the investigation and agreed action.
- [ ] Confirm the response and outcome before closing.
- [ ] Review recurring themes rather than counting closures alone.

Next action / owner / due date

Evidence or approval reference

Unresolved items / escalation

Reviewed by / date / next review

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Example Fitness and all names, dates, amounts and outcomes below are fictional. They demonstrate how to complete the form, not typical results or spending recommendations.

Club / feedback reference / received date

Example Fitness North / FB-012 / 4 November

Channel / category / record location

In person / facilities / approved member system

What was raised and desired outcome

Member reports repeated lack of cleaning wipes

Acknowledged by / date

Sam / 4 November

Assigned owner / next response due

Alex / update due 5 November

Investigation and agreed action

Check stock levels and refill responsibility at shift handover

Response sent / outcome

Advised member of refill checks on 5 November

Closure evidence / reopened or recurring issue

Stock confirmed next two shifts; manager review due 8 November

How to use this pack

1. Create one reference for each feedback item.
2. Keep the member informed while actions remain open.
3. Check the outcome and review repeated issues with the manager.

See the related ClubPilot workflow