



COMMENT CARD PROCEDURE

Note: Cards will be displayed on BWML service counters and supplies will be available at Customer Meetings. All BWML's operational team members will also carry a supply

- BWML will undertake to respond or reply to reasonable requests identified on Comment Cards within 7 days.
- If BWML are unable to offer a service to items identified, a reply indicating such will be issued within 7 working days.
- Items reported that need more planning to receive attention will be reported back to the customer within 7 days and an indication of the completion date for the works will be issued.
- BWML will only respond to maintenance issues through the comment card procedure.
- BWML will improve their inspection process to try and eliminate the need for customer to issue cards.
- Local Managers will inspect their marina units weekly and Area Managers will inspect and review card actions monthly ie. part way through the month.
- Operations Directors will review the above quarterly.
- BWML are committed to adopting an upkeep and phased maintenance schedule which will be available for customer viewing on request.