

Tell us about it!

Make a suggestion, pay us a compliment, lodge a complaint.

Help us improve our services to you!

Feedback? Compliments? Complaints?

The commissioners, managers and staff of Fidalgo Pool and Fitness Center are committed to meeting the health and recreational needs of every member of our waterfront community by providing exceptional fitness, wellness and aquatic activities.

Help us be the best we can be by letting us know what we are doing well or what we should change to provide better services to all.

Just take a few minutes to complete the "Tell us about it!" form and give it to one of our staff members or post it back to us. If you have a comment about our services or facilities or any other aspect of our District, please include specifics so we can follow up with you.

We're happy when you are!

There is nothing quite as motivating as receiving a kind word. In fact, when someone compliments one of our staff members it helps us to recognize that employee appropriately. So, if you've experienced outstanding service, please let us know so we can pass it on.

We're not happy if you aren't!

We are dedicated to providing you the best level of service. Even with the greatest effort and best intentions, sometimes we are not satisfying your needs. When this happens, we want to hear about it. That way we can rectify any problem as quickly as possible and restore your confidence in our service.

*Please print and fill out the "Tell us about it" form to notify us of your concern.

*You may give the form to a staff member, the front desk, a manager or the executive director.

*You may also choose to mail your feedback to:

Fidalgo Pool and Fitness Center
1603 22nd Street
Anacortes, WA 98221

Response to your feedback.

Your feedback will be shared with the appropriate person. Our aim is to fully respond to your complaint within 15 working days. Upon researching your feedback, we may find that additional information or time to answer is required. We will notify you when this situation occurs.

If you are not satisfied with the response you receive, you can ask the Executive Director to review the matter again.

Still not happy?

In the event that the matter cannot be resolved directly with the executive director, managers or staff, you can seek assistance from the commissioners of Fidalgo Pool and Fitness Center. You may address the form to the Board of Commissioners and mail it to Fidalgo Pool at the address previously given or you may contact them electronically at pfccommissioners@gmail.com

Additional questions?

Please free feel to contact the executive director by phone at 360-293-0673 extension106, or by email - mstadler@fidalgopool.com, with any additional questions you may have.

Tell us about it



Feedback Compliment Complaint

Date of occurrence:	My comment is in regard to: <input type="checkbox"/> Administration <input type="checkbox"/> Custodial <input type="checkbox"/> Maintenance <input type="checkbox"/> Aquatics <input type="checkbox"/> Fitness <input type="checkbox"/> Youth Aquatics/TAC <input type="checkbox"/> Commissioners <input type="checkbox"/> Front Desk <input type="checkbox"/> Other
My name:	Name of the person who received the service was (optional):
Address:	
Email address:	Phone:
If you would like us to reply to you directly how would you prefer to be contacted?	
The details of my information are to be kept confidential: <input type="checkbox"/> Yes <input type="checkbox"/> No	
If making a complaint, please include: _____ <ul style="list-style-type: none"> • When did it happen? _____ • Who was involved? _____ • What happened? _____ Attach additional sheets if needed. _____	
Signature:	Date:

Please return to Fidalgo Pool & Fitness Center. Thank you for your Feedback!