



The Supporters' Trust are conducting an annual fan survey to gauge overall satisfaction with the football club and the Trust. We are also seeking to identify any specific issues individual fans may have encountered. The results will be published on our website and will feed into the Trust's vision, mission and plan for the long-term future of the football club.

**PERSONAL DETAILS (OPTIONAL)**

If you provide your personal details, we will email you the results of the survey and may get in touch to discuss any specific issues you've raised. We will never share your contact details with any third parties.

Full Name:	
Email address:	
Your age:	<input type="checkbox"/> 0-16 <input type="checkbox"/> 17-25 <input type="checkbox"/> 26-35 <input type="checkbox"/> 36-45 <input type="checkbox"/> 46-55 <input type="checkbox"/> 56-64 <input type="checkbox"/> 65+
Are you a Season Ticket holder?	<input type="checkbox"/> Yes <input type="checkbox"/> No
Are you a Trust Member?	<input type="checkbox"/> Life Member <input type="checkbox"/> Annual Member <input type="checkbox"/> Lapsed Member <input type="checkbox"/> No

**YOUR MATCH ATTENDANCE**

What percentage of matches do you expect to attend this season?	<input type="checkbox"/> 100% <input type="checkbox"/> 70-99% <input type="checkbox"/> 40-69% <input type="checkbox"/> 10-39% <input type="checkbox"/> 0-9%
Has this increased or decreased on previous seasons?	<input type="checkbox"/> Increased <input type="checkbox"/> Decreased <input type="checkbox"/> No Change
If you come with friends or family, how many people are usually in your group?	<input type="checkbox"/> 2 <input type="checkbox"/> 3 <input type="checkbox"/> 4 <input type="checkbox"/> 5 <input type="checkbox"/> 6 <input type="checkbox"/> 7 <input type="checkbox"/> 8 <input type="checkbox"/> 9 <input type="checkbox"/> 10+
Where do you usually sit?	<input type="checkbox"/> East Stand <input type="checkbox"/> West Stand <input type="checkbox"/> South Stand
Are any individuals in your group registered disabled?	<input type="checkbox"/> Yes <input type="checkbox"/> No
If your attendance has changed, what factors have affected it? <b>(Please tick ALL those that apply to you)</b>	<input type="checkbox"/> Quality of football <input type="checkbox"/> Ticket Prices <input type="checkbox"/> Catering Prices <input type="checkbox"/> Travel & Parking <input type="checkbox"/> Ticketing Problems <input type="checkbox"/> Generally Lost Interest <input type="checkbox"/> Customer Service <input type="checkbox"/> Stewarding <input type="checkbox"/> Other (Please outline below)
If 'Other', please provide further details that have affected your match attendance.	

## CUSTOMER SATISFACTION

Please indicate how satisfied or dissatisfied you are with the following aspects of the football club and Supporters' Trust (where applicable to you).

	Very Dissatisfied (1)	Dissatisfied (2)	OK (3)	Satisfied (4)	Very Satisfied (5)
<b>FOOTBALL CLUB / STADIUM</b>					
Ticket Prices					
Ticketing System					
Turnstiles / Bar Code Scanners					
Stewarding & Security					
General atmosphere / friendliness of staff etc					
Customer Service					
Communications & Social Media					
Car Parking					
Catering Prices					
Catering Quality					
Disabled Access					
Family & Social Facilities					
Toilet Facilities					
Hospitality Packages					
Club Shop					
Club Website					
Complaints Procedures					
Your Comments (e.g., are there any specific issues you've encountered? What do you think the club can do to improve?)					
<b>SUPPORTERS' TRUST</b>					
Communications					
Member Newsletters					
Member Meetings (AGMs etc)					
Social Events					
Representing your views					
Trust Website					
Democratic process / Governance					
Your Comments (e.g., are there any specific issues you've encountered? What do you think the Trust can do to improve?)					
Would you be interested in joining Trust's team of volunteers for events, fundraising or communications? <input type="checkbox"/> Yes <input type="checkbox"/> No					

Thank you for completing the survey. If you have taken it away to complete, please post it back to us at the registered office address shown below before 27<sup>th</sup> Oct 2021.