



BRYST FOOTBALL ACADEMY

Customer Experience & Satisfaction Survey

(Aligned with Canada Soccer Safe Sport, Accessibility & Inclusion Standards)

Purpose

At Bryst Football Academy, we are committed to providing a **safe, inclusive, and high-quality soccer experience** for all players, families, and community members.

Your feedback is vital in helping us improve our programs, coaching, communication, and facilities in alignment with **Canada Soccer's Safe Sport and Club Licensing Standards**.

All responses are confidential and will be used only to improve Bryst's programs and services.

SECTION 1 — ABOUT YOU

1. **Your Role:**

- ☐ Parent / Guardian
- ☐ Player (Age 12+)
- ☐ Coach / Volunteer
- ☐ Other: _____

2. **Program or Team Participated In:**

- ☐ Development / Grassroots
- ☐ Competitive / Academy
- ☐ Recreational / Community
- ☐ Camp or Clinic
- ☐ Other: _____

3. **Length of Involvement with Bryst:**

- ☐ Less than 1 season
- ☐ 1–2 seasons
- ☐ 3+ seasons

SECTION 2 — PROGRAM EXPERIENCE

Please rate the following statements on a scale of **1 (Strongly Disagree)** to **5 (Strongly Agree)**:

Statement	1	2	3	4	5
1. Registration was clear and accessible.	☐	☐	☐	☐	☐
2. Communication from Bryst staff was timely and informative.	☐	☐	☐	☐	☐
3. Coaching staff demonstrated professionalism and respect.	☐	☐	☐	☐	☐
4. My child felt safe and always supported.	☐	☐	☐	☐	☐
5. The facilities were safe, clean, and well maintained.	☐	☐	☐	☐	☐
6. The program provided an inclusive and welcoming environment.	☐	☐	☐	☐	☐
7. The training sessions were age-appropriate and engaging.	☐	☐	☐	☐	☐
8. The program helped develop player skills and confidence.	☐	☐	☐	☐	☐
9. Bryst's Safe Sport and Code of Conduct expectations were clearly communicated.	☐	☐	☐	☐	☐
10. I would recommend Bryst Football Academy to others.	☐	☐	☐	☐	☐

SECTION 3 — SAFE SPORT, RESPECT & INCLUSION

11. Do you believe Bryst provides a **safe and inclusive environment** free from bullying, harassment, and discrimination?
- ☐ Yes
☐ No
☐ Unsure
12. Are you aware of how to **report inappropriate conduct or safety concerns** at Bryst?
- ☐ Yes
☐ No
13. Have you completed or reviewed Bryst's:
- ☐ Code of Conduct
 - ☐ Safe Sport Guidelines
 - ☐ Parent or Player Education Materials
14. How well does Bryst promote **equity, diversity, and inclusion** across its programs?
- ☐ Excellent

- ☐ Good
- ☐ Fair
- ☐ Needs Improvement

SECTION 4 — COMMUNICATION & CUSTOMER SERVICE

15. How would you rate your overall communication experience with Bryst?

- ☐ Excellent
- ☐ Good
- ☐ Fair
- ☐ Poor

16. How responsive has Bryst been to questions or feedback?

- ☐ Very Responsive
- ☐ Somewhat Responsive
- ☐ Not Responsive

17. What is your preferred method of communication from Bryst?

- ☐ Email
- ☐ Text Message
- ☐ Website Updates
- ☐ Social Media
- ☐ Other: _____

SECTION 5 — OPEN FEEDBACK

18. What do you feel Bryst is doing **especially well**?

19. What areas could Bryst **improve upon** to better meet participant needs?

20. Additional comments or suggestions:

Thank You

Thank you for taking the time to share your feedback.

Your input directly supports Bryst Football Academy's commitment to:

- Safe Sport and participant well-being
- Continuous improvement in program quality
- Inclusion, accessibility, and positive sport culture

If you would like to be contacted regarding your feedback, please provide your contact information (optional):

Name: _____

Email: _____

Confidentiality Notice

All survey responses are confidential and will be reviewed only by Bryst's management and technical leadership.

Information collected will be used solely to enhance program quality, align with **Canada Soccer's Safe Sport and Club Licensing Standards**, and ensure the ongoing **safety, satisfaction, and inclusion** of all participants.

Bryst Football Academy

Committed to Safe Sport, Excellence, and Inclusion

Website: www.brystsoccer.com

Email: info@brystsoccer.com