



Customer Complaints Procedure

Top Hat Theatre School aims to provide a high quality and efficient service and therefore takes all complaints about its service seriously.

We respond to all complaints and ensure that they are managed efficiently and courteously, as quickly as possible. Complaints should be made in writing, and signed by the complainant, with full details of the teacher's name and the details of the complaint. If the reply is to be dealt with swiftly, it is important that full details are given therefore anonymous complaints cannot be processed.

The complaint should be detailed in writing either by letter or email to The Principal at the address below. The complaint will be logged and acknowledged, and a reply given within 7 days.

Julie McKenna
Top Hat Theatre School
Unit 4 Dallington Business Fields
Kingsfield Way
Northampton
NN5 7QD

julie@tophattheatreschool.co.uk