

Customer concerns

As a promoter of concerts and events, Chetham's aims to deliver a high quality of service at all times. We welcome your feedback, and use what you tell us to monitor and develop our practices in order to provide the best possible experience for everybody visiting our site or our events.

We take all feedback very seriously and aim to provide a prompt, efficient and thorough response to all formal correspondence.

How to give us your feedback

Staff are always available during public events to assist with any concerns you may have. If you require any help, please ask for assistance and we will endeavour to resolve your concerns there and then. A record of any such requests is maintained and will be passed on to relevant departments to play a part in our future planning.

If you choose to submit your concerns after the event, or if you require a written response, please follow our formal Customer Concerns procedure.

All formal concerns should, wherever possible, be communicated by the account holder who purchased the tickets. Please quote your account number reference, or that of the purchaser, in any correspondence.

You can contact us by completing the on-line contact form (please select Customer Feedback as your subject) or you can write to us at:

Customer Concerns
The Stoller Hall
Chetham's School of Music
Long Millgate
Manchester
M3 1SB

What happens next?

All feedback will be passed on to relevant staff members for their consideration and, where necessary, response. All responses are coordinated by our Box Office team.

If your feedback requires a formal reply, we will aim to respond in writing within 10 working days of receipt. Where a situation requires further investigation, we will aim to acknowledge receipt of your feedback within 5 working days, and provide a full response within a further 10 working days.

For certain enquiries, particularly those which involve student performers or staff from Chetham's School of Music, this response time may be affected by academic holidays. If there is likely to be a delay in response time due to colleagues' unavailability, we will aim to acknowledge receipt of your feedback and provide an interim response within 10 days, before responding more fully when all relevant respondents have been consulted.



If you are not satisfied with our response

If you still feel that the situation has not been resolved to your satisfaction, you may contact us again, quoting the reference number provided on our response. We ask that you communicate this within 10 working days.

We will then conduct a further investigation and your feedback will be passed on to senior staff for consideration.

All feedback will be treated in the strictest confidence and will be recorded and used for monitoring and evaluation purposes only.

5/1/2017

