

Customer Care Policy

The Gaiety School Of Acting's mission is to 'provide an extensive programme of courses for adults, young people and children throughout the country that encourage an individual to grow in confidence and develop techniques which will enable them to respond to the challenges of theatre, film and television while also being proactive in the development of new work' .

Our Commitment to You

We are committed to providing an excellent quality service to all our customers in an efficient, effective and caring manner.

Courtesy and Consideration

We undertake to:

- deal with your enquiries promptly and in a courteous manner;
- treat everyone fairly and with respect;
- give you the best possible service and provide helpful advice with regard to aspects of the theatre and film industry;
- provide privacy and confidentiality, where necessary.

Openness and Impartiality

We undertake to:

- be honest and open in dealing with you;
- discuss any aspect of your dealings with us;
- explain our decision-making procedures.

Our Performance

We undertake to:

- monitor and evaluate our performance;
- examine the development and delivery of our courses in order to meet the needs of all students
- provide trained staff to ensure quality course delivery



Access and Communication

We will:

- advertise our policies on refunds, cancellations and complaints procedures.
- deal with your enquiries as quickly as possible;
- respond to all written queries within five working days. If we cannot do this, we will write to explain why and advise you when you can expect a full reply;
- explain in a precise manner the information requested by you;
- use simple clear language in all application forms and information leaflets.

Consultation

We will carry out Customer Satisfaction Surveys on an ongoing basis to better improve our service for the future.

Help us to Help you

You can help us by :-

- providing a daytime telephone number or email address in your correspondence if available;
- treating all our staff politely and with courtesy;
- making comments, complaints or suggestions about the services you receive;
- by letting us know when we do something well.
- Using our online feedback form