



SEVENOAKS Community Arts Centre Comments and Complaints Procedure

The Stag management encourages comments and complaints from visitors.

The Stag management aims to provide a high standard of customer care in all departments to all its users. While we take great care to ensure that we provide all our services efficiently, courteously, and to a high standard, we accept that complaints may be made.

A complaint is a valid expression of dissatisfaction, and however it is made, by email, letter, telephone, or verbally, we will investigate it, and use it as means to improve our service standards. The Stag management will deal with complaints quickly and will take prompt action to ensure that complaints of a similar nature do not arise again

How to Complain

Stage 1

All complaints should be made in writing to the address or email below. The complaint should be headed 'complaint' and provide a clear précis of the problems experienced.

The Stag Community Arts Centre
London Road
Sevenoaks
Kent
TN13 1ZZ

Telephone: 01732 451548
Email: admin@stagevenoaks.co.uk

Stage 2

We will respond to all written complaints within 10 working days. If you are dissatisfied with the outcome and investigation into your complaint then you can appeal to Sevenoaks Town Council, at Bradbourne Vale Road, Sevenoaks, Kent. TN13 1QG.

Telephone: 01732 459953
Email: council@sevenoakstown.gov.uk