



Complaints Process

Geoff Longstaff T/A The Disco Co

0191 386 7474

www.TheDiscoCo.com



How to make a complaint?

Pre-Performance

See Post Performance

During of performance

1. Please speak with a member of The Disco Co who is on site at the venue during performance in order to make an adjustment as required to make your performance.
2. Should step 1 not be performed to your satisfaction, then please request again, but note the timings of the requests being made, and details of the request with corresponding activity by the member of The Disco Co.
3. Should this not resolve the issue then please contact 0191 386 7474, to highlight the issues to the office team, who will attempt to resolve the issue remotely, or supply another member of staff to the performance to assist speedy resolution.

Post Performance

Please document your complaint and send to either:

Geoff@TheDiscoCo.com

or

Geoff Longstaff
The Disco Co
70 Canterbury Road
Newton Hall
Durham DH1 5PY

Please ensure to detail the date and venue of the performance. As well as the particulars of the complaint with regard to request(s) made during the performance and any subsequent non conformance with your request.

When you submit your complaint, let us know how you'd like us to respond (by email, post or by telephone).

We commit to send written replies within 10 working days.

Durham Registered Traders Scheme

Should the above process not bring about a satisfactory outcome then the complaints process operated by Durham County Council can be used. Please contact:

rts@durham.gov.uk

Or

Telephone 03000 261 016

Or

Registered Trader Scheme
Environment, Health and Consumer Protection
PO Box 617
Durham
DH1 9HZ