



Who Should I Contact?

We want to answer your emails as quickly as possible. Please read this document carefully to make sure your emails are reaching the right point of contact in TSA, so we can give you the best service possible.

Follow these guidelines and you'll hear back from us sooner!

- ***Please email only ONE of the contacts from the [Contact Sheet](#) for each query. Multiple emails will block the system, delay your response and delay the responses to others.***
- If you have multiple queries you would like answered, ***direct each query in a SEPARATE email to the correct contact from the [Contact Sheet](#)***
- Please wait for our response. ***DO NOT resend the same email*** as this will block up the system and slow down our response time.
- ***DO NOT contact us on social media about payments***
- ***Print out the [Contact Sheet](#) for easy access to the correct contact points in TSA***



Contacts

1-2-1 Sessions | Anna Leppänen

All queries regarding 1-2-1 sessions, how to schedule, missed appointments etc.

bookings@thesongwritingacademy.co.uk

URGENT RESPONSE: WhatsApp: +44 7871 608560

Financial | Sufia Von Bismarck

All invoices, questions re fees and payroll dates etc.

invoice@thesongwritingacademy.co.uk

Song/Production Appraisals | Kristian Vader

Any queries regarding song and production appraisals, or to be added to the appraisal team

appraisals@thesongwritingacademy.co.uk

Concerns about a Student | Anna Paskhin

If you're concerned about a student please contact Anna immediately

platinum@thesongwritingacademy.co.uk

Faculty members | WhatsApp: TSA Faculty

Ask Anna to be added to the WhatsApp TSA Faculty group

bookings@thesongwritingacademy.co.uk

URGENT RESPONSE: WhatsApp: +44 7871 608560



Pro Songwriting Masterclasses | Tim Smith

If you are presenting a masterclass and need to clarify dates, need help with understanding the format and how to use Zoom, or need presentation templates (Powerpoint or Keynote) please contact Tim

tim@thesongwritingacademy.co.uk

5 Day Songwriting Bootcamps | Kristian Vader

If you are a daytime or guest mentor and need details including log-in, passcodes, dates and times etc.

bootcamp@thesongwritingacademy.co.uk

Plat Chat | Anna Paskhin

Want to bump up your 1-2-1 bookings by introducing yourself to our students at Plat Chat?

platinum@thesongwritingacademy.co.uk

General | Kristian Vader, Maggie Langridge

General enquiries including site access, course information etc.

help@thesongwritingacademy.co.uk