



Policy Statement

Title:	COMPLAINTS HANDLING & DISPUTE RESOLUTION
Policy Number:	POL017
Next Review Date	01/09/2021

POLICY STATEMENT:

Merrigong Theatre Company is a member of Live Performance Australia (LPA) and is bound by the LPA Ticketing Code of Practice (Consumer Code) and LPA Industry Code of Practice.

SCOPE:

This Policy applies to complaints from consumers and other venue users.

PRINCIPLES:

- Establish clear channels for patrons/customers to contact Merrigong Theatre Company should they have a complaint;
- Establish who is responsible for replying to the complaint, whether Merrigong Theatre Company or another party;
- Respond to written complaints in a timely manner – and, where necessary, advise consumers how long it will take to resolve the complaint;
- Explain steps to take if the complaint is not resolved to the satisfaction of all parties.

COMPLAINTS PROCESS:

The length of time it takes to resolve a complaint will depend upon the nature and complexity of the issues raised, and the extent of the investigations that the Company has to make in deciding how to address those issues. As a guide, Merrigong Theatre Company has set the following standards:

- Merrigong Theatre Company will acknowledge complaints as soon as possible, within 2 working days the complaint being made. The individual who has received the complaint will acknowledge that the complaint has been received and will forward it to the relevant Manager.
- The Executive Assistant will be cc'd on all complaints and will track all complaints and responses on the Company's feedback register.

- For complaints of a relatively simple nature, the Manager will respond to the complaint within 3 business days.
- For more complex cases, the Manager, after consultation with other staff involved, will provide a response within 10 business days. If the complainant is not satisfied with our response, they should respond and provide us with any further material in support of their complaint within 10 business days. If the complainant indicates to us that they are satisfied with Merrigong's response, or if we don't hear back within 10 business days of that response, Merrigong will consider the matter closed at this point. If the complainant is dissatisfied with Merrigong's response and can provide any additional material on the case, then a further response may be made within 10 business days of receiving the additional material. We will do our best to keep the complainant informed of the progress.

In the event that a complaint is unable to be resolved in a manner satisfactory to all parties, either the complainant or Merrigong Theatre Company may refer the complaint to the LPA Complaints Officer, who will then deal with the complaint in accordance with the relevant LPA Code of Practice.

OBJECTIVES:

The objective of this policy is to make it as easy as possible for consumers and other venue users to bring complaints to our attention, and to ensure resolution of complaints in a timely manner to the satisfaction of all parties involved.

ROLES AND RESPONSIBILITIES:

A formal complaint should be made in writing. All complaints will be forwarded to the relevant Manager for a response, and also to the Company's Executive Assistant, who will log complaints and their responses in the Company's Feedback Register.

Complaints may be made:

By email:

info@merrigong.com.au

By post:

Box Office Manager
Merrigong Theatre Company
Illawarra Performing Arts Centre
32 Burelli Street
Wollongong NSW 2500

Online: <https://merrigong.com.au/about-us/contact-us/>

To ensure that we can examine and respond to complaints quickly, complainants should provide:

- Contact details.
- Details of the circumstances surrounding the object of the complaint, with details including venues, dates and times.

- Should anyone require assistance in describing or making a complaint, or simply want to discuss their concerns informally before deciding whether to make a formal complaint, please feel free to contact us on (02) 4224 5999.

The following documents were referenced to complete this policy:

LPA Ticketing Code of Practice: <https://liveperformance.com.au/wp-content/uploads/2019/01/LPA-Ticketing-Code-of-Practice-Consumer-Code-Seventh-Edition-1-October-2018.pdf>

LPA Complaints Handling and Dispute Resolution: <https://liveperformance.com.au/wp-content/uploads/2019/02/LPA-Policy-Complaints-Handling-and-Dispute-Resolution.pdf>

DELEGATIONS:

Marketing and Development Manager
Box Office Manager
Executive Assistant to the CEO / AD
Visitor Services Manager

APPROVED BY:

_____ Date: _____

Simon Hinton
Artistic Director / CEO