

# Complaints handling policy

## Complaints Handling

At the Darwin Entertainment Centre, we strive to provide you with the best customer service. Your feedback is always important to us, good or bad, especially when we don't meet the expectations we set for ourselves on service or we fail to deliver the service you expect. We want to make sure your concerns are resolved as effectively as possible. All our staff are given extensive training so they are able to help you resolve an issue, or forward the matter on to someone who can.

You have the right to make a complaint where you are dissatisfied with the services that we provide or with the way we've handled your enquiry or complaint. We will deal with your complaint fairly, courteously and deal with your complaint in a timely manner, considering all the circumstances of the complaint and any special needs you may have.

If you need assistance with your complaint you may discuss it with us with your advocate, an interpreter or through an authorised representative.

## How to make a complaint

The Darwin Entertainment Centre encourages you to try to resolve any complaint at the earliest possible opportunity. In order to give the Centre the best opportunity to resolve the situation, we recommend that as soon as you are aware of a problem that you do any one of the following:

- **Prior to the performance or event:** If the issue occurs prior to the performance or event, report the matter to the Box Office.
- **At the time of the performance or event:** If the issue occurs at the time of the performance or event, inform staff at the Centre as soon as possible, or within the first 30 minutes of the performance or event or at interval. This will give staff at the Centre the opportunity to resolve the problem in time to enable proper enjoyment the rest of the performance or event.
- **Subsequent to the performance or event:** If the issue occurs subsequent to the performance or event, contact the Centre as soon as possible.

The Darwin Entertainment Centre offers you a range of methods for making a complaint:

Email: [feedback@yourcentre.com.au](mailto:feedback@yourcentre.com.au)

Phone: 08 8980 3333 (9am – 5.30pm M-F)

Writing: Complaints Officer, Darwin Entertainment Centre, GPO Box 1993, Darwin NT 0800

To ensure the complaint is managed as quickly as possible please provide as much information as possible:

- Time and date of complaint
- Name of Complainant (if anonymous, the Centre will be unable to provide response or feedback)
- Complainant contact details - email address and phone number
- Time and date of incident / cause of complaint
- Name of the Show (if relevant / known)
- Nature and details of the complaint
- Police Report details (if relevant)
- Details of any injury (if relevant)

## Complaints handling process

The Darwin Entertainment Centre treats every complaint seriously and we endeavour to resolve your issue straight away. If this cannot be done, we will offer to escalate the matter to find a resolution in the shortest timeframe possible. Initially this will be referred to a supervisor and, if a resolution is still not reached, it will then be escalated to our Senior Management.

You can expect to receive an outcome within 15 working days. As we work to resolve your complaint, we may contact you if we require more information, or if the timeframe to resolve your complaint changes.

If your complaint concerns something which the Darwin Entertainment Centre has no control over, we will explain this to you and try to help you identify a course of action in order to address your issue.

If we are unable to agree on a resolution, you may refer the matter to the LPA Complaints Officer, via contact methods and details below, who will then deal with the complaint in accordance with the LPA Ticketing Code of Practice:

[http://liveperformance.com.au/sites/liveperformance.com.au/files/resources/lpa\\_ticketing\\_code\\_of\\_conduct\\_consumer\\_code\\_ed5.pdf](http://liveperformance.com.au/sites/liveperformance.com.au/files/resources/lpa_ticketing_code_of_conduct_consumer_code_ed5.pdf).

Email: [complaints@liveperformance.com.au](mailto:complaints@liveperformance.com.au)

Writing: The Complaints Officer  
LPA  
Level 1, 15 - 17 Queen St  
Melbourne VIC 3000

A full copy of the *LPA Complaints Handling and Dispute Resolution Policy* is available from the following link:

[http://liveperformance.com.au/sites/liveperformance.com.au/files/resources/complaints\\_handling\\_and\\_dispute\\_resolution\\_policy\\_0.pdf](http://liveperformance.com.au/sites/liveperformance.com.au/files/resources/complaints_handling_and_dispute_resolution_policy_0.pdf)