

## Complaints Handling and Dispute Resolution

This policy outlines the process for dealing with consumer complaints regarding ticketing of live performance events in accordance with the Live Performance Australia (LPA) Ticketing Code of Practice (the **Code**).

It addresses the following consumer questions:

- Who is LPA?
- What is this policy about?
- What complaints and disputes are covered by this policy?
- How can you make a complaint?
- How will LPA handle your complaint?
- How long will it take to resolve your complaint?
- What if your complaint cannot be resolved by the LPA Complaints Officer?
- What if you are still not satisfied?
- How will LPA monitor its performance?

## Who is LPA?

LPA is the peak body for Australia's live performance industry. Established in 1917 and registered as an employers' organisation under the *Fair Work (Registered Organisations) Act 2009*, LPA has over 400 Members nationally. We represent commercial producers, music promoters, major performing arts companies, small to medium companies, independent producers, major performing arts centres, metropolitan and regional venues, commercial theatres, stadiums and arenas, arts festivals, music festivals, and service providers such as ticketing companies and technical suppliers. Our membership spans from small to medium and not-for-profit organisations to large commercial entities.

## What is this policy about?

- LPA Members are bound by the Live Performance Australia Ticketing Code of Practice – Industry Code (**Industry Code**) and the Live Performance Australia Ticketing Code of Practice – Consumer Code (**Consumer Code**) (which together are called the **Code**).
- **The Consumer Code provides information on your rights as a consumer regarding the purchase and use of tickets to most live performances in Australia (excluding sporting events) that involve LPA Members. You can access the Consumer Code on LPA's website at [www.liveperformance.com.au](http://www.liveperformance.com.au).**
- LPA has developed this policy to reflect the requirements of the Industry Code effective 1 January 2016 and the standards set out in *Australian Standard AS ISO 10002-2006 Customer Satisfaction – Guidelines for Complaints Handling in Organisations*.

## What complaints and disputes are covered by this policy?

- The procedures set out in this policy apply to complaints from consumers about matters covered by the Code.
- For example, you can make a complaint if you think any LPA Member has not complied with its obligations under the Code or if the services you received from them does not meet the standards outlined in the Code

## How can you make a complaint?

- **Before making a complaint to either an LPA Member or to LPA directly, LPA recommends you read clauses 13 and 14 of the Consumer Code.**
- **These paragraphs explain the circumstances under which you may be entitled to a refund or exchange on your ticket purchase.**
- **A copy of the Code can be found at [www.liveperformance.com.au](http://www.liveperformance.com.au).**

## STEP 1.

LPA encourages consumers to try to resolve any problem at the earliest possible opportunity. In order to give the organisers of the event the best opportunity to find a solution, LPA recommends that as soon as you become aware of a problem, you do the following:

- **Prior to the performance:** If the complaint occurs prior to the date of the performance, you should report the problem to the presenter, the venue or the ticket seller.
- **At the time of the performance:** If the complaint occurs at the time of the performance, you should inform staff at the venue as soon as possible. Where possible this should be done within the first 30 minutes of the start of the performance or by interval at the latest. This will allow staff at the venue adequate opportunity to resolve the problem in time for you to properly enjoy the rest of the performance.
- **Subsequent to the performance:** If the complaint occurs subsequent to the performance, you should contact the venue which will advise you who to contact to report the problem.

## STEP 2.

In the event that your complaint is unable to be resolved, you or the LPA Member may refer the complaint to the LPA Complaints Officer, who will then deal with the complaint in accordance with the Code.

LPA offers you a range of methods for making a complaint:

- By telephone (during business hours): 03 8614 2000 - ask for the LPA Complaints Officer.
- By email: [complaints@liveperformance.com.au](mailto:complaints@liveperformance.com.au)
- By post:  
**LPA Complaints Officer**  
**Level 1, 15 - 17 Queen St**  
**Melbourne VIC 3000**

To ensure that LPA can examine and respond to your complaint quickly, **please make sure you provide:**

- Contact details (including your name, address, telephone number and email address) so we can contact you in relation to the complaint;
- Details of the organisations involved and the events and circumstances that have led to the complaint. You should set out the details of your complaint as clearly as possible and provide all the supporting material you can.

If you need assistance in describing or making a complaint, or if you want to discuss your concerns informally before deciding whether to make a complaint, please feel free to contact LPA directly.

### How will LPA handle your complaint?

- The LPA Complaints Officer is responsible for liaising with you and the LPA Member involved in your complaint to ensure the issues you have raised are fully examined, and your complaint is handled in accordance with this policy.
- Upon receiving your complaint the LPA Complaints Officer will:
  1. Acknowledge receipt of your complaint in writing.
  2. Contact the LPA Member in question to discuss your complaint.
  3. Request further details from you, if necessary.
  4. Advise both you and the LPA Member how the complaint should be resolved according to the Code.
- The process, and all the details of your complaint, will be treated by LPA in strict confidence, and we will not disclose any information that personally identifies you with your complaint to anyone outside of LPA and the LPA Member against whom the complaint has been lodged.

### How long will it take to resolve your complaint?

The length of time it takes to resolve your complaint will depend upon the nature and complexity of the issues you have raised and the extent of the enquiries we have to make to address the issues. As a guide:

- LPA will endeavour to **acknowledge receipt of written complaints within 3 business days** of receiving them.
- LPA will endeavour to **provide its response to all complaints within 20 business days** of receiving the complaint. For simple complaints, a response can often be provided within a shorter timeframe.
- If you indicate that you are satisfied with the response, or if LPA does not hear from you within 30 business days of the date of sending you that response, we will consider the matter closed.
- If you are not satisfied with LPA's response, you should let us know as soon as possible and we will reconsider the matter if you can provide further material in support of your complaint. We will provide a further response within 20 business days of receiving the additional material from you.
- LPA will keep you informed of progress as we examine your complaint.

### What if your complaint cannot be resolved by the LPA complaints officer?

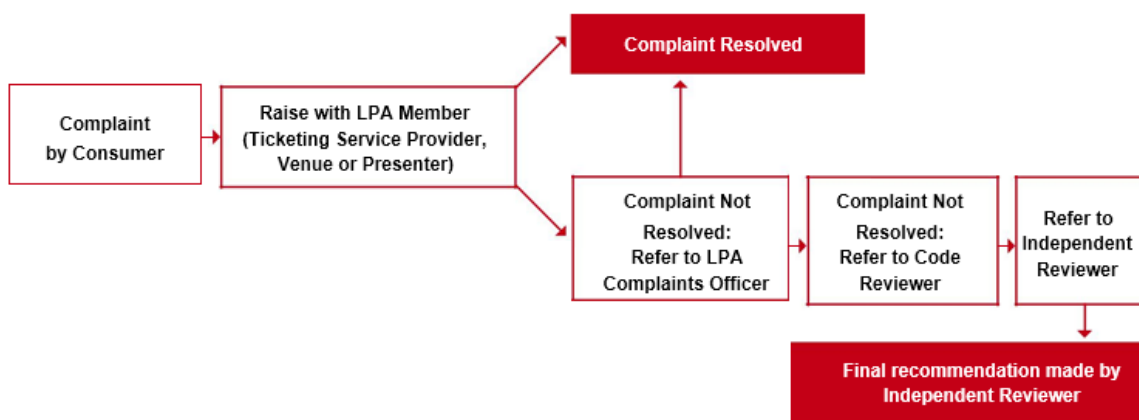
**STEP 1. The LPA Complaints Officer will refer the matter to the independent Code Reviewer, who is appointed according to the Code, if:**

- a) Your complaint cannot be resolved by the LPA Complaints Officer; or
- b) The LPA Complaints Officer makes a decision in respect of your complaint and either you or the LPA Member are not satisfied with that decision and notifies the LPA Complaints Officer accordingly.

**STEP 2.** The **Code Reviewer** will then gather the necessary facts and materials, and appoint one or more independent person(s) to consider the complaint (the Independent Reviewer)

**STEP 3.** The **Independent Reviewer** will consider your views in relation to the complaint as well as those of the LPA Member concerned and make a determination. The Independent Reviewer may also recommend that the LPA Executive Council take disciplinary action against the LPA Member if warranted, or the LPA Executive Council may also choose to take disciplinary action without a recommendation from the Independent Reviewer in accordance with LPA Rules

### Dispute resolution process



### What if you are still not satisfied?

- You can choose to escalate your complaint to a more formal, independent dispute resolution mechanism if the matter has not been resolved to your satisfaction.
- There are a range of options available to you to resolve disputes, including notifying the relevant state or territory department which deals with consumer affairs and fair trading, or commencing court proceedings. You have the right to pursue these options at any time.

### How will LPA monitor its performance?

- LPA is committed to continually monitoring its performance in handling complaints and disputes under the Code.
- LPA maintains a register on the numbers and types of complaints referred to the LPA Complaints Officer, how they are dealt with and resolved, and the time taken to do so. This register is reviewed by the Code Reviewer when undertaking regular reviews of the Code, further details of which are set out in the Code.
- LPA will also review and update this policy from time to time as necessary.

Please contact LPA at any time if you have any comments or questions in relation to this policy on:

**T +61 8614 2000 or [complaints@liveperformance.com.au](mailto:complaints@liveperformance.com.au).**