QUEENSLAND PERFORMING ARTS CENTRE

COMPLAINTS MANAGEMENT POLICY

DOCUMENT CONTROL

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CONTEXT

1. QPAC acknowledges the importance of recognising and appropriately dealing with customer complaints and feedback.

2. Section 97 of the *Human Rights Act 2019* (Qld) requires QPAC to include in each QPAC annual report details of any human rights complaints received during the reporting period including:

    a) the number of complaints received; and

    b) the outcome of the complaints.

3. The Live Performance Australia Ticketing Code of Practice (Industry Code) requires QPAC to develop and publicise procedures for dealing with Complaints from consumers and resolving disputes between the QPAC and consumers, which comply with the relevant Australian Standard.

APPLICATION

4. This Policy applies to the handling of Customer Complaints about QPAC or its staff regarding a service or action directly affecting the Customer.

A "Customer" for the purposes of this Policy is any QPAC customer or stakeholder who uses or is otherwise affected by QPAC's services and includes (without limitation) persons attending or proposing to attend an event or performance at QPAC, performing arts companies and hirers of any QPAC venue.

5. This Policy applies to a Customer Complaint which relates to a decision or action of QPAC that expressly or implicitly requires a response or resolution and that:

    a) has a serious and direct impact on the Customer, and which cannot be resolved simply or quickly;

    b) may involve a breach of legislation, unlawful discrimination or breach of human rights;

    c) reveals or is consistent with systematic adverse conduct towards Customers; or

    d) is, if not resolved to the satisfaction of the Customer, likely to expose QPAC to serious reputational harm.

6. While other types of feedback from Customers can be communicated to QPAC in the same ways as Customer Complaints can be communicated, a Customer Complaint does not include, and this Policy does not otherwise apply to, general feedback or comments including:

    a) enquiries – a request for assistance or general query from a Customer which can be resolved simply and quickly;

    b) feedback – a communication from a Customer informing QPAC of the Customer's experience at QPAC including a suggestion, request or report of satisfaction or dissatisfaction with their Customer experience which does not require further investigation e.g. complaints about seating or the volume of a performance;

    c) a complaint involving a Public Interest Disclosure or a complaint against QPAC's Chief Executive Officer – those matters are subject to separate policies and procedures that can be found here: https://www.qpac.com.au/corporate/governance/public-interest-disclosures

d) complaints about organisations or individuals other than QPAC or its employees, including for example complaints about third party promotors, venue hirers or event organisers at QPAC;

e) complaints about the quality or content of performances staged at QPAC by promotors, hirers of venues at QPAC or event organisers;

f) complaints by employees or former employees of QPAC regarding employment related issues; and

g) the subject matter of an actual or potential contractual dispute in respect of venue hiring, ticketing or event agreement with QPAC.

POLICY

How to make a Customer Complaint or provide feedback

7. QPAC is committed to effective management of Customer Complaints and feedback.

8. Customers wishing to make a Customer Complaint or provide feedback or a comment can do so in one of the following ways:

   a) QPAC's online form for feedback/complaints

   b) Sending an email to feedback@qpac.com.au

   c) By letter to PO Box 3567, South Bank, Qld, 4101

   d) By calling 136 246

9. Customers can make a Customer Complaint or provide feedback at any time during normal business hours.

10. When making a Customer Complaint please provide:

    a) your name and contact details. (Please note that if you decide not to provide these details QPAC will not be able to communicate with you regarding your Customer Complaint);

    b) details of the matters relevant to your Customer Complaint so that it can be properly assessed and, if required, further investigated;

    c) the outcome you are seeking in response to the Customer Complaint, if any; and

    d) whether you require any assistance in making or providing details in respect of your Customer Complaint.

11. Please note that by providing your name and other personal information as part of your Customer Complaint or feedback or comments to QPAC (should you choose to do so), you are consenting to disclosure of that information to the extent necessary for the further investigation of, resolution of, and otherwise dealing with and reporting on your Customer Complaint, feedback or comment.

12. It is not necessary to provide the information referred to in paragraph 12 above in respect of feedback and comments; it is only relevant to a Customer Complaint. You may of course choose to provide some or all the information in paragraph 12 in respect of feedback or comments if you wish to do so.

Dealing with your Customer Complaint

13. QPAC is committed to assessing and dealing with your Customer Complaint promptly.

14. If further investigation of your Customer Complaint is necessary, including by seeking a response from QPAC employees, QPAC undertakes to also carry out that further investigation promptly, having regard to the availability of the persons that need to be interviewed or otherwise engaged with in respect of your Customer Complaint.

If you have provided your contact details, following assessment and, if appropriate, further investigation of your Customer Complaint, QPAC will, subject to compliance with privacy legislation and natural justice requirements:

a) keep you informed as to the outcome of its assessment and investigation;

b) provide details as to the reasons for its decisions in respect of the Customer Complaint;

c) communicate the remedy or redress proposed in response to the Customer Complaint, if any; and

d) communicate information regarding other remedies that may be available to you.

15. QPAC undertakes to act professionally and with courtesy and respect when dealing with Customers in respect of a Customer Complaint. QPAC expects the same from Customers making a Complaint or providing feedback or comments. Unreasonable, rude or aggressive behaviour by Customers towards QPAC personnel will not be accepted.

REVIEW

16. This Policy must be reviewed at least every 3 years.

REFERENCES

Human Rights Act 2019 (Qld)
Live Performance Australia Ticketing Code of Practice