

# Colac Otway Performing Arts & Cultural Centre

## Visitor Feedback & Complaints Handling Policy



### About this policy

Colac Otway Performing Arts & Cultural Centre (COPACC) is committed to providing enjoyable experiences for our community. COPACC encourages feedback as part of improving our visitor experience.

This is a guide for visitors who have feedback or wish to make a complaint about their experience with COPACC's brand, events, facilities and/or services.

### Ticket Refunds & Exchanges

The [Live Performance Australia \(LPA\) Ticketing Code of Practice: Consumer Code](#) explains when consumers may be entitled to a refund or exchange on ticket purchases.

COPACC encourages consumers to try to resolve problems as soon as possible after they arise so that COPACC has the best opportunity to find a solution.

<b>Before a performance</b>	If a problem arises before a performance, you should report the problem to a COPACC team member.
<b>During a performance</b>	If a problem arises at the time of a performance, you should inform a COPACC team member as soon as possible, or within the first 30 minutes after the start of the performance, or by the first interval at the latest. This will help COPACC resolve the problem in time for you to enjoy the rest of the performance.
<b>After a performance</b>	If a problem arises after a performance, you should contact the COPACC office.

### How do I provide feedback or make a complaint?

You can provide feedback or make a complaint:

- in person by approaching any of the COPACC team members. If feedback cannot be actioned by our team at the time, a feedback form will be provided to you. Feedback & Complaint Forms can be accessed from the COPACC Office, Gellibrand Street Colac, Monday to Friday between 8:30am and 5:00pm (except public holidays) or at [www.copacc.com.au](http://www.copacc.com.au)
- via post: COPACC, PO Box 283, COLAC VIC 3250
- via email: [copacc@colacotway.vic.gov.au](mailto:copacc@colacotway.vic.gov.au)

### How does COPACC handle feedback and complaints?

Upon receiving feedback or a complaint, COPACC will:

- acknowledge receipt of the feedback or complaint;
- contact you to discuss the issue, request further information if necessary and advise how the issue is likely to be resolved.

COPACC will not respond to feedback / complaints that:

- violate State or Federal laws, or suggest that others do so;
- contain profane, violent, abusive, sexually explicit language or hate speech; or
- are bullying, harassing or disruptive in nature.

### Will my complaint be kept confidential?

COPACC keeps visitor feedback and complaints confidential and only discloses personal information if it is necessary to make enquiries with those involved in resolving the matter, including external presenters, hirers and ticket sellers; or where LPA is involved in investigating a complaint. For more information read our Privacy Statement on our website

### How long will it take for my complaint to be resolved?

The time it takes to resolve a matter depends on the issues raised and any enquiries that need to be made. To assist us to respond quickly please provide your name, address, telephone number and email address.

As a guide, COPACC aims to:

- acknowledge written feedback and complaints within 1 business day of receipt (if an email address or phone number is provided); and
- respond to all written feedback and complaints within 4 business days of receipt. If it is not possible to resolve in 4 days COPACC will advise you.

COPACC will consider a matter closed if:

- you indicate that you are satisfied with the response; or
- COPACC does not hear from you within 10 business days after sending you its response.

### What if I'm not happy with the response?

If you are dissatisfied with COPACC's response you are encouraged to contact COPACC to obtain a Stage 2 Review Form

COPACC will provide a further response within 4 business days of receiving this information.

If you are dissatisfied with COPACC's internal review response, and the matter is covered by the LPA Ticketing Code of Practice, you can contact the LPA Complaints Officer. The contact details are:

#### LPA Complaints Officer

Live Performance Australia

Level 1, 15-17 Queen Street, Melbourne VIC 3000

Phone: 03 8614 2000 | Email:

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