

## Customer Feedback

COPACC welcomes feedback about its events, facilities and/or services. You may give your feedback (compliments, suggestions or complaints) directly to a COPACC staff member on 03 5232 9418, by email to [copacc@colacotway.vic.gov.au](mailto:copacc@colacotway.vic.gov.au), or complete the Customer Feedback Form below and post to COPACC, PO Box 283, Colac, VIC, 3250.

For information on COPACC's Feedback and Complaints Handling Policy, including ticket refunds and exchanges, please go to [www.copacc.com.au](http://www.copacc.com.au) or a copy can be obtained from the COPACC office, 95-97 Gellibrand St, Colac, Monday to Friday between 8.30am and 5.00pm (excluding public holidays).

### Complaints

When making a complaint, please ensure that you provide us with all relevant facts including dates, times, locations and contact names to assist us with our response.

### Review and Formal Complaints

Please complete the 'Stage 2 – Review/Formal Complaint' form if:

You are not satisfied with the outcome of your complaint. The matter will be referred to the Business Unit Manager for review; or,

If you are still not satisfied with our response, you may make a formal complaint and have the matter dealt with by the relevant General Manager.

### External Review

If after completion of the review you are still dissatisfied with the process or the outcome and the matter is covered by the LPA Ticketing Code of Practice, you can contact the LPA Complaints Officer. The details are:

#### LPA Complaints Officer

Live Performance Australia  
Level 1, 15-17 Queen St, Melbourne, VIC, 3000  
Phone: (03) 8614 2000  
Email: [complaints@liveperformance.com.au](mailto:complaints@liveperformance.com.au)

## Customer Feedback Form

Please ✓ to indicate whether this is a:       Suggestion    Compliment    Complaint

Enter your comments in the space provided (if more space is required please attach another page)

Tell us how we can get in touch with you

Name:

Address:

Email:

Telephone (Business hours):

The personal information requested is required to assist us respond to your comments or feedback. It will only be shared with those involved in the matter, including external presenters, hirers and ticket sellers where applicable.

Thank you for your feedback

***Office Use Only***

## Stage Two –Review or Formal Complaint Form

### Ask for a review of a complaint

Name:

Address:

Telephone (business hours):

Email:

Please ✓ appropriate box below

Business Unit Manager – review request. I have submitted a request to have the matter dealt with by Council and I am not satisfied with the outcome. I now wish to have the matter reviewed by the Business Unit Manager.

General Manager – formal complaint. The matter has been reviewed by the Business Unit Manager and I am not satisfied with the outcome. I now wish to lodge a formal complaint to the General Manager of the relevant unit

Please provide your reasons for seeking a review of your request for service/complaint:

The personal information requested is required to assist us respond to your request. It will only be shared with those involved in resolving the matter, including external presenters, hirers and ticket sellers where applicable.

**Office Use Only**