

## Customer Feedback and Complaints Handling Policy

### About this policy

This is a guide for customers who have feedback or wish to make a complaint about their experience with PCH's brand, events, facilities and/or services. For claims about injury and/or loss, separate guidelines apply.

### 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.

PCH encourages customers to try to resolve problems as soon as possible after they arise so that PCH 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 PCH, the event presenter, or the ticket seller (where applicable).
<b>During a performance</b>	If a problem arises at the time of a performance, you should inform a PCH 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 PCH 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 PCH. PCH may then advise you who to contact to report the problem.

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

You can provide feedback or make a complaint:

- a) in person by approaching any of our team members.
- b) via email: [info@perthconcerthall.com.au](mailto:info@perthconcerthall.com.au)

### How does PCH handle feedback and complaints?

Upon receiving feedback or a complaint, PCH will:

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

PCH will not respond to feedback / complaints that:

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

# Venue Management – Customer Complaints Procedure



## Will my complaint be kept confidential?

PCH keeps customer feedback and complaints confidential and only discloses personal information if it is necessary to make enquiries with external presenters, hirers and ticket sellers to resolve the complaint; or where LPA is involved in investigating a complaint.

## 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.

As a guide, PCH aims to:

- a) acknowledge written feedback and complaints within two business day of receipt (if an email address or phone number is provided); and
- b) respond to all written feedback and complaints within 10 business days of receipt.

PCH will consider a matter closed if:

- a) you indicate that you are satisfied with the response; or
- b) PCH 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 PCH's response you are encouraged to contact PCH to request an internal review. You should outline in writing:

- a) why you are dissatisfied with the response; and
- b) the outcome you are seeking.

PCH will provide a further response within 10 business days of receiving this information.

If you are dissatisfied with PCH'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)