

Arts Centre Melbourne Visitor Feedback & Complaints Handling Policy



About this policy

Arts Centre Melbourne (ACM) is committed to *Earn the Encore* in everything that we do, by providing remarkable experiences for our community. ACM encourages feedback as part of improving our visitor experience.

This is a guide for consumers and visitors who have feedback or wish to make a complaint about their experience with ACM'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.

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

Before a performance	If a problem arises before a performance, you should report the problem to ACM, the event presenter, or the ticket seller (where applicable).
During a performance	If a problem arises at the time of a performance, you should inform an ACM 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 ACM resolve the problem in time for you to enjoy the rest of the performance.
After a performance	If a problem arises after a performance, you should contact ACM. ACM 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:

- in person by approaching any of our team members. If feedback cannot be actioned by our team at the time, a feedback form will be provided to you;
- in person by completing a feedback form. Forms can be found throughout ACM, including the Box Office, Cloakroom, Stage Door and Information Desk;
- via email: feedback@artscentremelbourne.com.au;
- via our [website](#); or
- via private message on our [Facebook](#) page.

How does ACM handle feedback and complaints?

Upon receiving feedback or a complaint, ACM 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.

ACM 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?

ACM keeps consumer 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. For more information read our [Privacy Statement](#).

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, ACM 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 10 business days of receipt.

ACM will consider a matter closed if:

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

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

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

If you are dissatisfied with ACM'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