

Complaints Handling and Disputes Resolution

Melbourne Recital Centre appreciates all feedback and takes this into consideration in order to improve the service provided.

All complaints made by customers will be recorded into their account within the Melbourne Recital Centre's CRM software, Tessitura. Melbourne Recital Centre provides reasonable assistance to customers in formulating and lodging complaints and disputes.

How to lodge a complaint or dispute:

Complaints may be made:

- Via the Melbourne Recital Centre website (melbournerecital.com.au), by clicking the *Contact Us* button located in the footer of each page. A form will then appear which will prompt the user to provide as many details as possible, including the nature of the enquiry, contact details and comments.
- Over the phone by calling the box office during business hours on 03 9699 6666.
- In writing to: Melbourne Recital Centre, Reply Paid 85302, Southbank VIC 3006

Please note:

Complaints received over the phone or at the counter must be recorded by the Ticketing Services staff member who received it.

When lodging a complaint or dispute it is advised that as much detail is included such as; time, date, event associated, and the issue. This will then allow the Melbourne Recital Centre team to review the issue with all factors taken into consideration.

Complaint and Dispute handling:

All complaints and disputes must be recorded and acknowledged within the first 24 hours of the complaint being received. A resolution must be communicated within 5 business days.

Complaints and disputes will be assessed in the first instance by the Ticketing Services staff unless a complaint or dispute has been specifically address to a member of staff. If the Ticketing Services staff deems the complaint or dispute to require a resolution from another department or third party organisation (such as an external hirer, contractor, artist etc.), this will then be communicated to the customer after forwarding the complaint on.

Please see page two for actions and processes.



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Email email@melbournerecital.com.au
www.melbournerecital.com.au

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Actions and Processes

Within one Business Day of receiving:

- i) Complaint or dispute received and registered into the system under the customer's personal account.
- ii) Ticketing Services staff to review and offer a resolution in writing via email or mail.
- iii) If resolution cannot be offered by the Ticketing Services staff, an acknowledgement of the complaint or dispute will be sent to the customer, advising them of who the complaint or dispute has been forwarded on to and estimated turnover time
- iv) If the complaint or dispute is to be forwarded onto a third party, then an acknowledgement of the complaint or dispute will be sent to the customer, advising them of who the complaint has been forwarded on to.

Within five Business Days of receiving:

- i) If the complaint has been directed to another department for a resolution, the Ticketing Services staff will follow up with representative of the other department to ensure a resolution has been sent.
- ii) If the complaint cannot be resolved within five business days, the customer must be notified via the same contact method as the complaint was received as soon as possible to inform the customer of the delay.
- iii) Once a resolution has been offered in writing via email or mail, all communication between the customer and Melbourne Recital Centre will be added to the system and the issue will be marked as closed on their account.
- iv) If the complaint has been forwarded on to a third party, the Ticketing Services staff will then contact the third party to ensure the complaint or dispute has been resolved.

Please see page three for complaint categories and the departments to respond and resolve.



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Categories and Departments:

Category	Department to respond/resolve
Access	Marketing and Customer Relations
Acoustics	Programming and Presenter Services
Artist	Programming and Presenter Services
Concession	Marketing and Customer Relations
Customer Service	Marketing and Customer Relations
Front of House	Marketing and Customer Relations
Food and Beverage	Marketing and Customer Relations
Late Comers Policy	Marketing and Customer Relations
Marketing	Marketing and Customer Relations
Parking	Marketing and Customer Relations
Patron Behavior	Marketing and Customer Relations
Performance	Programming and Presenter Services
Programming	Programming and Presenter Services
Subscription Packages	Marketing and Customer Relations
Ticket Allocation	Marketing and Customer Relations
Ticket Delivery	Marketing and Customer Relations
Ticket Pricing	Marketing and Customer Relations
Ticketing Policy	Marketing and Customer Relations
Transaction Fees	Marketing and Customer Relations
Venue	Marketing and Customer Relations
Venue Seating	Marketing and Customer Relations
Website	Marketing and Customer Relations

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