



COMMUNITY COMPLAINTS POLICY

ARTRAGE strives to provide exceptional experiences for all our community members. We value your feedback and are committed to addressing any concerns or complaints you may have. This procedure outlines the steps you can take to report a complaint and ensure a timely and satisfactory resolution.

CONTACT INFORMATION

Phone: 08 9227 6288

Email: hello@artrage.com.au

COMMITMENT TO FAIR PRACTICES

As a not-for-profit registered charity organisation and a member of Live Performance Australia (LPA), we are committed to upholding the highest standards and practices. We adhere to the **Live Performance Australia Ticketing Code of Practice** and **The Australian Charities and Not-for-profit Commission (ACNC)** that have complaint processing standards. You can find more information on their websites.

UNDERSTANDING YOUR CONCERNS

We produce events and activities to bring our community together and share the joy of art and culture. We're dedicated to creating a welcoming, safe, and enjoyable experience for everyone. While we strive for excellence, these are human environments, and unforeseen issues may arise. If something isn't right with your experience, please let us know. Your feedback helps us learn, grow, and provide even better experience and environment for all attendees.

To help us resolve any issues promptly and effectively, we encourage you to address concerns as soon as possible. This gives us the best chance to resolve the issue and improve your experience.

Please note that all concerns are subject to applicable laws, regulations, and policies, including but not limited to WA Liquor Licensing, our terms and conditions, venue conditions of entry, and any written or verbal instructions provided.

SHARING YOUR EXPERIENCE

This section outlines the different ways you can share feedback or address any concerns you may have before, during, or after your event.

BEFORE THE EVENT:

Questions or Concerns? If you have any questions or concerns before the event, feel free to reach out to us directly at hello@artrage.com.au.

DURING THE EVENT:

Speak to Our Team: Our friendly staff members are happy to help! Look for anyone wearing a uniform, such as ushers, box office staff, or venue managers. They can address minor issues or escalate the concern if needed.

AFTER THE EVENT:

Need Further Assistance? If you have any questions, concerns, or feedback after the event, please reach out to hello@artrage.com.au.

Sensitive Matters: For sensitive matters or if you've exhausted the previous steps, you can submit a formal written complaint at any time to admin@artrage.com.au. Our Business Manager will ensure your complaint is received, investigated, and addressed, involving senior leadership and relevant staff as needed.

WHAT TO EXPECT

We understand that every situation is unique. However, you can expect the following after submitting a complaint:

- **Acknowledgment:** We will acknowledge your complaint as soon as possible, typically within 3 business days.
- **Investigation:** We will assess the situation and explore immediate solutions if possible. If a more in-depth investigation is required, we will conduct a thorough review.
- **Communication:** We will keep you informed throughout the process and provide regular updates on the investigation's progress.
- **Resolution:** We will work towards a fair and satisfactory resolution that addresses your concerns.
- **Review:** Your complaint will be reviewed to identify any areas for improvement in our practices, policies and procedures.

ADDITIONAL INFORMATION

- You can download a copy of this complaint policy, our terms and conditions, and privacy policy form on our website at artrage.com.au.
- If you're unable to resolve your complaint through our internal process, you may contact the Live Performance Australia (LPA) Complaints Officer for further assistance please view [LPA-Policy-Complaints-Handling-and-Dispute-Resolution.pdf](#).

ACCESSIBILITY:

We believe that everyone should have equal access to our services and programs, including having a voice to share concerns. If you require any assistance in filing a complaint, please don't hesitate to contact us. We are committed to providing accessible communication and will make reasonable adjustments to support your needs. This includes support for those who use the National Relay Service.

CONFIDENTIALITY:

Your privacy is important to us. We will handle your complaint with confidentiality and take steps to protect your personal information. View our [Privacy Policy](#) for more information.

If you have any questions or require further assistance, please don't hesitate to contact our Audience Support team on [08 9227 6288](tel:0892276288) or hello@artrage.com.au. We are here to support you.