

SPARE PARTS PUPPET THEATRE

Customer Feedback and Complaints Procedure



Methods of Sending Feedback

We welcome and value your feedback. You can provide feedback through the following channels:

Phone: (08) 9335 5044

Email: admin@sppt.com.au

Website: www.sppt.com.au/contact/

We also send a survey for feedback to all ticket buyers after they attend our performances. We encourage you to fill out our surveys. Survey responses will not receive a response from us, as they are anonymous.

Response Time

We are committed to responding to customer feedback within one week of receipt, regardless of the method of contact.

Making Complaints or Initiating Disputes

If you have a complaint or dispute related to our performances, events, ticketing or services, please follow these steps:

- **Contact:** Get in touch with us using any of the methods mentioned above and let us know that you'd like to make a complaint or initiate a dispute.
- **Provide Details:** Provide detailed information about the nature of your complaint or dispute, including dates, names, and any relevant evidence available.
- **Preferred Resolution:** Let us know what you'd like to see as a resolution to your complaint or dispute.

Handling of Complaints and Disputes

Once we receive a complaint or dispute, we follow these steps:

- **Acknowledgment:** We'll send you a quick email within 2 business days, confirming that we've received your complaint and that we're looking into it.
- **Investigation:** We will investigate, considering all available information and evidence.
- **Resolution:** We aim to resolve any issues quickly and fairly. If the resolution requires more time, we will offer an estimated time frame.
- **Communication:** You will be informed regarding progress and any actions taken. For written complaints or disputes, we will provide a written response outlining our process and resolution.

Liaison for Complaints and Disputes

Depending on the nature of the complaint or dispute, it may be handled by different individuals within our organisation. It will be assessed and assigned to the appropriate department.

For example, complaints regarding ticketing issues will be referred to our Audience & Operations Officer. If your complaint needs to be escalated, it will be referred to our Executive Director/Co-CEO.

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Spare Parts Puppet Theatre is a Member of Live Performance Australia (LPA) and is bound by the Live Performance Australia Ticketing Code of Practice – Industry Code (Industry Code) and the Live Performance Australia Ticketing Code of Practice – Consumer Code (Consumer Code).

The Consumer Code provides information on your rights as a consumer regarding the purchase and use of tickets to most live performances in Australia (excluding sporting events) that involve LPA Members. You can access the Consumer Code on LPA's website at www.liveperformance.com.au.

If your complaint is unable to be resolved with Spare Parts Puppet Theatre directly, and falls within the Ticketing Code of Conduct, you can contact LPA directly.

Estimated Time Frames

Complaints and disputes can vary in complexity, we aim to sort things out in these time frames:

- Simple Issues: Within a week.
- Moderate: Up to 4 weeks.
- Complex: Up to 6 weeks.

We value all feedback, which helps us to continuously improve our services, and enhance the experience for our audience.

Thank you for choosing Spare Parts Puppet Theatre!