

CULTURAL FACILITIES CORPORATION

Complaints Policy

The Canberra Theatre Centre, CMAG, ACT Historic Places and Corporate Finance each have a general process for complaint handling (see Appendices A, B, C and D). This policy is to be used in conjunction with those processes.

Authorised by :



Harriet Elvin
Chief Executive Office
Cultural Facilities Corporation

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Version

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The Cultural Facilities Corporation is an ACT Government enterprise

The Cultural Facilities Corporation (CFC) is committed to providing all our stakeholders with the highest standard of customer service. We treat complaints as an opportunity to learn more about our stakeholders' needs and to improve our service.

The CFC is committed to resolving all complaints quickly and fairly.

Our complaint handling process is designed to :

- provide the complainant with access to an open and responsive complaints-handling process;
- enhance the ability of the CFC to resolve complaints in a consistent, systematic and responsive manner, to the satisfaction of the complainant and the CFC;
- enhance the ability of the CFC to identify trends and eliminate causes of complaints, and improve the CFC's operations;
- help the CFC create a customer-focused approach to resolving complaints, and encourage staff to improve their skills in working with customers; and
- provide a basis for continual review and analysis of the complaints-handling process and the resolution of complaints.

A complaint can be lodged with the Canberra Theatre Centre, Canberra Museum and Gallery (CMAG), ACT Historic Places or Corporate Finance. For successful resolution, please contact the relevant area as follows :

Canberra Theatre Centre	<p>t (02) 6275 2700</p> <p>Online form : https://canberratheatrecentre.com.au/contact-us/</p> <p>Send letter : Canberra Theatre Centre, PO Box 226, CIVIC SQUARE ACT 2608</p>
CMAG	<p>t (02) 6207 3968</p> <p>e cmag@act.gov.au</p> <p>f (02) 6207 5010</p> <p>Send letter : CMAG, PO Box 939, CIVIC SQUARE ACT 2608</p>
ACT Historic Places (Lanyon, Calthorpes' House and Mugga-Mugga)	<p>t (02) 6237 6502</p> <p>e Lanyon.homestead@act.gov.au</p> <p>Send letter : ACT Historic Places, PO Box 939, CIVIC SQUARE ACT 2608</p>
Corporate Finance	<p>t (02) 6205 4574</p> <p>e CFCCorporateFinance@act.gov.au</p> <p>Send letter : CFC, Corporate Finance, PO Box 939, CIVIC SQUARE ACT 2608</p>

Alternatively a letter can be sent to the :

Cultural Facilities Corporation, PO Box 939, CIVIC SQUARE ACT 2608

General approach to complaint handling

In order to manage complaints consistently, staff of the CFC will :

- treat the complaint confidentially;
- use the following framework to work with when handling complaints :
 - ascertain what the complaint is and confirm with the complainant that your understanding of this is correct;
 - be courteous when discussing the complaint or when a written response is required;
 - do not be defensive or argue with the complainant;
 - if the complaint cannot be resolved immediately, explain what you propose to do to address the complaint e.g. directing the complaint to management;
 - check whether the proposed action is acceptable to the complainant and, if it is not, notify them of alternative action available to them – see **Escalation** below;
 - contact the complainant and respond to the complaint; and
- let the complainant know if the CFC expects it to take longer than 20 business days to resolve or if our response requires further investigation; and
- keep the complainant informed of the progress of the complaint.

We will respect the confidentiality of personal information and use it only in accordance with the *Privacy Act 1998* and other related legislation.

CFC Administration

Nominated staff are to record all complaint transactions in a secured **Complaints Register**.

The nominated staff are :

- Canberra Theatre Centre – Personal Assistant
- CMAG – Business Development Manager
- ACT Historic Places – Front of House Coordinator
- Corporate Finance – Corporate Officer

Escalation

Our commitment to our complainants is genuine. If a complainant feels the complaint has not been addressed satisfactorily, the CFC will advise that there are external avenues available such as contacting the [ACT Ombudsman](#).

CULTURAL FACILITIES CORPORATION Canberra Theatre Centre

Complaint handling

The general process for complaint/feedback handling is as follows :

1. Feedback is received via the online form, mail, email, phone call or face-to-face discussion with a staff member.
2. The Director's PA receives all complaints. The Director's PA forwards complaint to the Director, Finance and Business Development Manager and to the relevant department Manager.
3. The Director's PA or Director will request the most relevant Manager to follow-up and contact the complainant to discuss their feedback, and where necessary to offer a resolution in line with Live Performance Australia (LPA) guidelines.
4. In the event that the matter cannot be resolved, this must be stated. The relevant Manager, in conjunction with the Director are to refer the matter to the LPA Complaints Officer in line with the LPA Complaints Handling and Dispute Resolution Policy.
5. Once the matter is resolved, all correspondence is to be filed and added to the Complaints Register by the Director's PA.

NOTE: In the event that feedback is received in the form of a complaint immediately before, during or immediately after a performance or during the ticket buying process, all efforts must be made to resolve the complaint at that time in a manner that will comply with LPA guidelines. The process for complaint handling in these instances includes the steps above including the resolution.

**CULTURAL FACILITIES CORPORATION
CMAG**

Complaint handling

The general process for complaint/feedback handling is as follows :

1. The complaint is received by either Front of House staff, mail, email or from the visitor survey.
2. The complaint is then provided in written form to the Director and the relevant Assistant Director.
3. Information is sought from relevant staff to investigate the incident, and to determine whether a response to the complainant is necessary. Responses may not be needed in circumstances such as : minor complaints that are made verbally to staff, where the visitor indicates they do not need a response (for example a complaint could be regarding the content of an exhibition, rather than the visitors experience etc); and comments made on the visitor survey or in the visitors book where there is no return address listed.
4. If deemed necessary, a response to the complainant will be provided by the Director, which will include details of any further resolution if needed.
5. At the completion of the process, all correspondence and related documentation is filed on the Visitor complaints/correspondence file and added to the Complaints Register.

CULTURAL FACILITIES CORPORATION ACT Historic Places

Complaint handling

The general process for complaint/feedback handling is as follows :

1. The complaint is received by either Front of House staff, mail, email or from the visitor survey.
2. The complaint is then provided in written form to the Director and the relevant staff member.
3. Information is sought from relevant staff to investigate the incident, and to determine whether a response to the complainant is necessary. Responses may not be needed in circumstances such as : minor complaints that are made verbally to staff, where the visitor indicates they do not need a response (for example a complaint could be regarding the opening hours of a house museum, rather than the visitors experience etc); and comments made on the visitor survey or in the visitors book where there is no return address listed.
4. If deemed necessary, a response to the complainant will be provided by the Director, which will include details of any further resolution if needed.
5. At the completion of the process, all correspondence and related documentation is filed on the Visitor complaints/correspondence file and added to the Complaints Register.

CULTURAL FACILITIES CORPORATION

Corporate Finance

Complaint handling

The general process for complaint/feedback handling is as follows :

1. The complaint is received by staff.
2. Details of the complaint are then provided in summary written form to the CEO, CFO or Human Resources Advisor as appropriate.
3. Information is sought from relevant staff to investigate the incident, and to determine whether a response to the complainant is necessary. Responses may not be needed in circumstances such as : minor complaints that are made verbally to staff, where it was indicated they do not need a response.
4. If deemed necessary, a response to the complainant will be provided by the CEO, CFO or Human Resources Advisor, which will include details of any further resolution if needed.
5. At the completion of the process, all correspondence and related documentation is filed on a registered file and added to the Complaints Register.