

PYT Fairfield Consumer Ticketing Complaints Handling and Dispute Resolution Policy

Date approved by the Board: September 2023
Next review date: September 2025

Purpose

This policy outlines PYT Fairfield's process for dealing with consumer complaints regarding ticketing of live performance events in accordance with the Live Performance Australia (LPA) Ticketing Code of Practice (the Code).

PYT Fairfield is a member of Live Performance Australia and therefore is bound by the 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 Live Performance Australia Members. You can access the [Consumer Code on LPA's website](#).

Scope

The procedures set out in this policy apply to complaints from consumers about matters covered by the Code. You can make a complaint if you think PYT Fairfield has not complied with its obligations under the Code or the services you received do not meet the standards outlined in the Code.

How to make a complaint

Before making a complaint it is recommended that you read clauses 13 and 14 of the Consumer Code. These clauses explain the circumstances under which you may be entitled to a refund or exchange on your ticket purchase.

PYT Fairfield encourages consumers to try to resolve any problem at the earliest possible opportunity. In order for us to have the best opportunity to find a solution we recommend that as soon as you become aware of a problem it is reported to staff.

- Prior to, or after the event please report the problem to us using the contact details below.
- At the time of the event inform staff at the venue as soon as possible.

Complaints are handled by PYT Fairfield's Director. Complaints can be made by:

- Email: jacqueline@pyt.com.au
- Phone: 02 9724 6077
- Post: PO Box 274, Fairfield NSW 1860

To ensure that we can address and respond to your complaint quickly please include:

- Contact details including name, address, phone number and email address.
- Details of the events and circumstances that have led to the complaint.
- Any material that will support the complaint.

How your complaint will be handled

Upon receiving your complaint, we will acknowledge receipt in writing within two (2) business days. We may request further information from you if necessary. We will then follow up with how we propose to resolve the complaint with reference to the Code. The length of time it takes to resolve a complaint will depend upon the nature and complexity of the issues raised. PYT Fairfield endeavours to resolve to all complaints within 10 business days.

If you indicate that you are satisfied with the outcome you receive from us or we do not hear from you within 30 business days of the date of sending you the outcome, we will consider the complaint resolved. If you are not satisfied with our response please let us know as soon as possible so we can address your concerns.

In the event that your complaint is unable to be resolved, you or PYT Fairfield may refer the complaint to the Live Performance Australia Complaints Officer, who will then deal with the complaint in accordance with the Code. You can find information on this process on the [Live Performance Australia website](#).

All details of your complaint will be treated as confidential and we will not disclose any information that personally identifies you publicly. We will need to share this information with Live Performance Australia if the complaint is referred to them.

Review

PYT Fairfield is committed to continually monitoring its performance in handling complaints and disputes under the Code. We maintain a register on the numbers and types of complaints we receive as well as how they are resolved. PYT Fairfield will also review and update this policy as necessary.

Contact

For questions regarding this policy please contact the Company's Director Jacqueline Hornjik jacqueline@pyt.com.au