

CULTURAL FACILITIES CORPORATION Complaints Handling Policy



Authorised by:

Gordon Ramsay
CEO
Cultural Facilities Corporation

Date: 27 April 2022

Date for review: April 2025

Version: Version 3.0

DOCUMENT PROPERTIES

Schedule of Amendments

New features (insertions): main content revised to align with CMTEDD Complaints Handling Policy	27 April 2022
Enhancements (changes): significant revisions to simplify document	27 April 2022
New Format: simplified	27 April 2022
Deletions:	27 April 2022

Amendment History

Version No.	Issue Date	Author
Version 1.0		
Version 2.0	April 2018	Ian Tidy
Version 3.0	April 2022	Brooke Thomas

Details

Area responsible for Policy/Plan/Program/Guideline	CFC Corporate Finance
Stakeholders	All Cultural Facilities Corporation Staff
Document location	G:\CFC\Staff\Documents\CFC\CFCComplaintspolicy.pdf
Record number and name	CFC2016/80
Strategic Plan aligned	Checked by Brooke Thomas
Freedom of Information Act 2016 compliant	Document linked to the Open Access Information website? No ☐ (the document is not appropriate for public viewing) Yes ☒ (the document is appropriate for public viewing)

Purpose

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. This policy applies to all complaints and/or concerns received from the public.

The CFC's entities – the Canberra Theatre Centre, Canberra Museum and Gallery and ACT Historic Places – as well as its corporate office are committed to resolving all complaints quickly and fairly.

Should you have a complaint or concern about the services, products, policies, or processes of the CFC, or of an employee of the CFC, there are a number of ways you can contact us:

- **in writing** (including in visitor books at CMAG and ACT Historic Places)
 - all CFC properties have the same postal address – Cultural Facilities Corporation, PO Box 939, CIVIC SQUARE ACT 2608
- **in person** – speak to a Front of House or Visitor Services staff member
- **by phone**
 - Canberra Theatre (02) 6275 2700
 - CMAG (02) 6207 3968
 - ACT Historic Places (02) 6237 6502
 - Corporate Office (02) 6205 4574
- **by email**
 - Canberra Theatre <https://canberratheatrecentre.com.au/contact-us/>
 - CMAG cmag@act.gov.au
 - ACT Historic Places Lanyon.homestead@act.gov.au
 - Corporate Office CFCCorporateFinance@act.gov.au

Our complaint handling process is intended to:

- provide you with access to an open and responsive complaints-handling process;
- ensure the CFC satisfactorily resolves complaints in a consistent, systematic and responsive manner; and
- help the CFC improve its services, products, policies, or processes.

Complaint handling process

In response to a complaint, the CFC will:

- Acknowledge receipt of the complaint promptly.
- Assess the complaint and assign a priority.
- Investigate the complaint to determine the facts and options for resolution.
- Keep the complainant informed of progress.
- Formally respond to the complaint.
- Advise on options for internal and external review if the complainant remains dissatisfied with the response.
- Consider if there are any systemic issues that warrant further attention.

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

1. All complaints, received by any channel, will be provided in writing to the responsible officer in each entity to determine and delegate action, with visibility provided to the relevant Director:
 - Canberra Theatre Centre – Front of House Coordinator
 - CMAG – Front of House Coordinator
 - ACT Historic Places – Front of House Coordinator
 - Corporate Office – Corporate Officer
2. The responsible officer will determine the most appropriate course of action, in consultation with relevant staff.

	Canberra Theatre Centre	CMAG	ACT Historic Places	Corporate Office
3.	Responsible officer 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.	Information is sought from relevant staff to investigate the incident, and to determine whether a response to the complainant is necessary.		
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.	A response 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, and comments made on a visitor survey or in the visitor’s book where there is no return address listed.	A response 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.	
5.	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.	If deemed necessary, a response to the complainant will be provided by the responsible officer, which will include details of any further resolution if needed.		

Our commitment to our complainants is genuine. If we are unable to investigate your complaint, we will provide you with a written explanation of the grounds for not proceeding and outline any other options that may be available to you.

If you feel your complaint has not been addressed satisfactorily, the CFC can advise you on external avenues available such as contacting the ACT Ombudsman.

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.

The responsible officers for this recording are:

- Canberra Theatre Centre – Personal Assistant to the Centre Director
- CMAG – Front of House Coordinator
- ACT Historic Places – Front of House Coordinator
- Corporate Finance – Corporate Officer

Out of Scope

This policy applies to all complaints and/or concerns received from the public, except where other legislative or policy mechanisms apply. This includes:

- Allegations of staff misconduct or wrongdoing, including Public Interest Disclosures (PID) made under the *Public Interest Disclosure Act 2012*. Such allegations will be investigated in accordance with the relevant administrative policy, including the PID Guidelines. Refer to the CFC website for more information on the PID Guidelines.
 - Note: It is an offence for the head of a public sector agency or an SES officer not to notify the Integrity Commission about any matter they suspect, on reasonable grounds, involves serious corrupt conduct or systemic corrupt conduct. See section 62, 65 and 66 of the *Integrity Commission Act 2018* for information on mandatory corruption notifications.
- Staff complaints including employment related disputes/grievances, such as those relating to the conditions of employment and work health and safety. Employment related complaints will be handled in accordance with the relevant administrative policy, for example, the CFC Enterprise Agreement.
- Complaints subject to separate legislative or policy review processes, for example, the ACT Ombudsman's review process under the *Freedom of Information Act 2016*.

The CFC is also unable to investigate complaints in some circumstances, including where:

- There is insufficient information to investigate the complaint;
- The complaint is more appropriately investigated by another body such as ACT Policing or the Chief Minister, Treasury and Economic Development Directorate; or
- Following a preliminary investigation, there is no way of resolving the complaint.