

Barking Gecko Theatre Company Ltd Complaints Policy

Barking Gecko Theatre (ABN 23 052 424 683) (Barking Gecko / we / our / us) is committed to providing magical experiences for its customers. If you are dissatisfied with an Event provided by us, you should, in the first instance:

- consider speaking directly with the staff member/s you have been dealing with either in person or on the phone; or
- call us on (08) 6184 4905; or
- email us at gecko@barkinggecko.com.au; or
- write to us at the following address:
Barking Gecko Theatre
Whadjuk Country
PO Box 23
NORTHBRIDGE WA 6003

When you lodge a complaint, you will be required to provide your name, contact details, information about the nature of the complaint, details of any steps you have taken to resolve the complaint, details of the incident or events giving rise to the complaint and copies of any evidence which supports your complaint. This information allows Barking Gecko to investigate your complaint in a timely fashion with full knowledge of the facts.

Once Barking Gecko receives your complaint, we will acknowledge receipt and contact you to discuss the issue. We may request further information and provide advice on how the issue is likely to be resolved.

Barking Gecko is committed to resolving complaints in a timely fashion. Barking Gecko will endeavour to acknowledge receipt of your complaint within one (1) business day. Once receipt has been acknowledged, Barking Gecko will undertake an initial review of your complaint.

Barking Gecko keeps complaints confidential and only discloses personal information where necessary:

- to make enquiries;
- to resolve the complaint; or
- by written law.

Barking Gecko will not respond to complaints which, in its reasonable opinion:

- breach any written law;
- contain offensive, discriminatory or violent language; or
- are vexatious, abusive or frivolous in nature.



If your complaint cannot be resolved between yourself and Barking Gecko, and the matter is covered by the Live Performance Australia's Ticketing Code of Practice, you may contact the Live Performance Australia's Complaints Officer at:

LPA Complaints Officer
Live Performance Australia,
L 1, 15-17 Queen Street,
MELBOURNE VIC 3000.

Phone: (03) 8614 2000

Email: complaints@liveperformance.com.au

Barking Gecko will maintain a register of the complaints it receives. This will include the name of the complainant, the nature of the complaint, how the complaint was resolved, and the time taken to resolve the complaint. Please refer to our [Privacy Policy](#) for details regarding the collection and use of your personal information.