

## Complaints Procedure

We are committed to delivering a high standard of service and value all feedback, including complaints, as an opportunity to improve.

### 1. How to Make a Complaint

If you are dissatisfied with any aspect of our operations or service, please contact us via:

- Email: [mail@queenslandballet.com.au](mailto:mail@queenslandballet.com.au)
- Post: 406 Montague Road, West End, Q, 4101

Please include relevant details such as dates, names, booking references, and any supporting information to help us understand the issue.

### 2. Ticketing Issues

For complaints specifically related to ticket purchases, please first refer to our Terms and Conditions of Sale – linked in the below sections.

This document provides specific guidance on cancellations, refunds, rescheduling, and other related matters. Where applicable, our handling of your complaint will align with these policies.

### 3. What to Expect

On receipt of your complaint, we will:

- Log and acknowledge your complaint within **3 working days**.
- Provide a full response within **10 working days**.

If more time is needed due to the complexity of the issue, we will let you know and keep you updated throughout the process.

### 4. Escalation

If you are not satisfied with our response, you can request an internal review by a senior member of our team. We aim to respond to escalation requests within **10 working days**.