



5.0 COMPLAINTS MANAGEMENT

The following Complaints Management Procedure will be implemented to ensure any impacts generated by the venue can be addressed as they arise. The contact details of the Complaints Contact will be provided to surrounding neighbours prior to the uses commencing.

TABLE 1 – COMPLAINTS MANAGEMENT PROCEDURE

Complaints Contact	Oliver or Kate
Complaints Contact Business Name (If Applicable)	Bunnyconnellen
Complaints Contact Number	0491 215 379
Complaints Procedure	1. In the instance of a noise complaint, the complainant is to make contact with the Complaints Contact on the Complaints Contact Number. 2. On receipt of a complaint, the Complaints Contact is to record the following details (where provided by the complainant) into the Complaints Register: • Date and time of the matter of complaint; • Nature of the complaint; • Complainant's name, address, phone number and email address; and • Agreed timeframe to address the complaint. 3. Any complaints received must be investigated by the Complaints Contact within 24 hours or a timeframe agreed with the complainant. 4. The complaint (refer to item 2) and the results of the ensuing investigation are to be recorded on a Complaints Register. 5. Where a complaint is received and investigated, all reasonable efforts must be taken to communicate the results of the investigation and any proposed corrective action to the complainant in person, writing or electronically (via email, text message etc.) within 24 hours of the action being taken.

TABLE 2 – COMPLAINTS REGISTER

Date & Time of Complaint		Complainant Details		Nature of Complaint	Agreed Timeframe (24 hours if no agreed timeframe)	Corrective Actions	Date Complainant Notified of Corrective Actions
Date	Time						
		Name:					
		Address:					
		Phone:					
		Email:					
		Name:					
		Address:					
		Phone:					
		Email:					
		Name:					
		Address:					
		Phone:					
		Email:					