

23 May 2018

NSW Fair Trading Commissioner
Complaints Register Guidelines Review
NSW Fair Trading
PO Box 972
PARRAMATTA NSW 2124

By email: complaintsregister@finance.nsw.gov.au

Dear Commissioner,

Complaints Register Guidelines Review

As the peak body for Australia's \$2.5 billion live performance industry, Live Performance Australia (LPA) welcomes the invitation to comment on the NSW *Complaints Register Guidelines Review Issues Paper*.

LPA Ticketing Code of Practice and Consumer Complaints

LPA administers the Ticketing Code of Practice (Code), which operates as a best practice guide for the Australian live performance industry. The Code applies to the purchase and use of tickets and other consumer-related matters. The purpose of the Code is to provide the ticketing and events industry with a self-regulatory mechanism by which to ensure their consumer practices are consistent and compliant with relevant Consumer Laws.

The LPA Ticketing Code is a mandatory Code for LPA Members and serves as a voluntary best practice Code for non-Members in the entertainment industry. Consumer complaints that are unable to be resolved with the LPA Member can be referred to LPA to be dealt with in accordance with the Code.

LPA appoints an independent Code Reviewer to monitor industry compliance with the Code. This includes preparation of a biennial report on LPA Members' compliance with the Code. The Report includes a summary of complaints recorded in LPA's Ticketing Complaints Register for the Compliance Review period. This includes a summary of each complaint received, how the issue raised is dealt with by the Code, and how the complaint was resolved.

LPA feedback to NSW Complaints Register Guidelines Review

The publicly accessible Complaints Register is a valuable resource for both consumers and industry. It provides consumers with useful information to make informed choices about the businesses they choose to deal with and encourages businesses to maintain best practice dealings with consumers. LPA commends NSW Fair Trading for supporting transparency and accountability by releasing monthly complaints information.

In response to the questions raised in the Issues paper, we provide the following recommendations for consideration:

1. Currently the Complaints Register releases data every month on the number of complaints received for any business that received ten or more complaints during that month. Additionally, it would be beneficial to release information on total complaints received over a longer assessment period. This could be quarterly, biannually and/or yearly. For example, NSW Fair Trading could provide information on the number of complaints received for any business that received 120 or more complaints in a year. Easily accessible data on the number of complaints received over a longer period can provide a useful indication of long-term trends about the number of complaints received about businesses or industries.
2. Providing basic information on the outcome of NSW Fair Trading's mediation of complaints would further improve transparency. It would be helpful for consumers and businesses to know how many of the complaints lodged are resolved or how they are otherwise finalised through mediation. This could be as simple as indicating the number of complaints that were 'resolved', 'not resolved' or 'outcome unknown'.
3. LPA supports the proposal to publish or provide access to historical complaints data. As indicated, this can be achieved by archiving historical datasets on the NSW Government's open data portal or keeping historical data accessible on the NSW Fair Trading website. Access to historical complaints information is important for tracking long-term trends and evaluating changes in consumer experiences.

Thank you again for the opportunity to provide feedback to this Review.

Yours sincerely,



Kim Tran

Director, Policy & Governance

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ABOUT LPA

LPA is the peak body for Australia's live performance industry. Established 100 years ago in 1917 and registered as an employers' organisation under the Fair Work (Registered Organisations) Act 2009, LPA has over 400 Members nationally. We represent commercial producers, music promoters, major performing arts companies, small to medium companies, independent producers, major performing arts centres, metropolitan and regional venues, commercial theatres, stadiums and arenas, arts festivals, music festivals, and service providers such as ticketing companies and technical suppliers. Our membership spans from small-medium and not-for-profit organisations to large commercial entities. LPA has a clear mandate to advocate for and support policy decisions that benefit the sustainability and growth of the live performance industry in Australia.