



The Lismore GBOTA strives to provide visitors and patrons to our venue with the best facilities and service. Feedback is important, in particular when patron expectations are not met. We want to resolve concerns as effectively as possible.

Visitors and participants have the right to make a complaint when they are dissatisfied with the services or facilities that we provide or with the way we have handled an enquiry or complaint. This should include activities relating to race night, trialling or events at the venue.

We will deal with complaints fairly, courteously and in a timely manner, considering all the circumstances of the complaint and any special needs.

How to make a complaint

We strive to make it easy to contact us and provide feedback. These are the ways you can contact the Lismore GBOTA Manager:

- 1. Visit us in person at the Race Night Office or call 02 66214106*
- 2. Or, via email : lismore@gbota.com.au*
- 3. Feedback can also be forwarded via post to: Po Box 606, Lismore, NSW, 2480*

Complaints handling process

The Lismore GBOTA treats complaints seriously and we endeavour to resolve your concerns promptly. If this cannot be achieved, we will offer to escalate the matter to ensure resolution in the shortest timeframe possible.

Complaints which require escalation, or cannot be raised with the Venue Manager, shall be directed to the NSW GBOTA Operations Manager.

- 1. Via email: ellen@gbota.com.au*
- 2. Via phone: 0403802022*

Your complaint will be acknowledged immediately when you speak to one of our staff, or within seven working days for emails and feedback received by post. We endeavour to provide an outcome within 14 working days. As we work to resolve your complaint, we may contact you if we require further information, or if the timeframe to resolve your complaint changes.

We value your feedback. We will use it to continuously improve our business and our processes to ensure we provide the best possible service to our customers

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