TOWNSVILLE MARKETS

Feedback, Enquiries & Complaints Policy

Version 1 - Revised 15 October 2026
Effective date: 15 October 2026

1. Who Can Use This Process
(a) Any person may contact Townsville Markets to make an enquiry, provide feedback or a suggestion, give a compliment, raise a safety concern, make a complaint, raise a privacy matter or contact us about another relevant issue.
(b) This includes vendors, vendor applicants, former vendors, customers, members of the public, venue representatives, community organisations, neighbouring residents and other people affected by or interacting with Townsville Markets or its events.
(c) There is no fee to make a submission under this process.

2. Types of Submissions
(a) Townsville Markets may receive submissions including: General Enquiries; Feedback or Suggestions; Compliments; Complaints; Safety Concerns; Privacy Enquiries or Complaints; and Other relevant matters.
(b) Townsville Markets may categorise or redirect a submission where necessary to ensure it is handled appropriately.
(c) The category selected by the person making the submission does not prevent Townsville Markets from treating the matter differently where its nature or seriousness requires it. For example, information submitted as general feedback may be treated as a safety concern if it identifies an apparent safety risk.

3. How to Contact Townsville Markets
(a) The primary method for submitting feedback, enquiries and complaints will be the Feedback, Enquiries & Complaints form available through TownsvilleMarkets.com.
(b) Townsville Markets may also be contacted using other published contact methods, which may include email, telephone and official social media channels.
(c) Market Coordinators may also be approached directly at Townsville Markets events where appropriate.
(d) An urgent matter occurring during an event should be brought to the attention of a Market Coordinator as soon as it is safe and practical to do so.
(e) Where a substantive complaint or concern is initially raised verbally, by telephone, through social media or by another informal method, Townsville Markets may ask the person to provide further information in writing or complete the online form so the matter can be properly recorded and investigated.
(f) Where a person has difficulty using the online form or providing information in writing, Townsville Markets will make reasonable efforts to assist them to provide the information through another suitable method.

4. Emergencies and Immediate Safety Concerns
(a) The Townsville Markets Feedback, Enquiries & Complaints process is not an emergency service.
(b) If there is an immediate threat to life or safety, emergency services should be contacted by calling 000.
(c) If an urgent safety concern arises during a Townsville Markets event, a Market Coordinator should also be notified as
soon as it is safe and practical to do so.
(d) Townsville Markets may take immediate action in response to an urgent safety or serious conduct issue without waiting for a written complaint or completion of the ordinary complaint process.
(e) Where a significant matter is initially dealt with verbally or immediately at an event, Townsville Markets may create an internal record of the incident and any action taken.

5. Information We May Request
(a) The information requested will depend on the type of submission.
(b) For complaints and safety concerns, Townsville Markets may request information including: the person's name and contact details, unless the submission is made anonymously; the market or event concerned; the date and approximate time of the incident; the person, vendor or organisation involved, if known; a description of what occurred; details of any action already taken; the outcome or resolution being sought; relevant photographs, video, documents or other supporting material; and any other information reasonably necessary to understand or investigate the matter.
(c) Townsville Markets may ask a person making a complaint or safety report to confirm that the information provided is true and accurate to the best of their knowledge.
(d) General enquiries, feedback, suggestions and compliments will ordinarily require substantially less information.
(e) Townsville Markets may request further information after receiving a submission where reasonably necessary to understand, investigate or respond to it.

6. Anonymous Submissions
(a) Townsville Markets will accept anonymous complaints and safety concerns.
(b) A person making an anonymous submission is not required to provide their name or contact details.
(c) Anonymity may significantly limit Townsville Markets' ability to verify information, seek clarification, investigate a matter or communicate an outcome.
(d) Townsville Markets cannot provide a direct response to a person who provides no means of contact.
(e) Enquiries or other submissions requiring a response will generally require sufficient contact information for Townsville Markets to respond.
(f) Townsville Markets will consider anonymous complaints and safety concerns based on the information reasonably available and the seriousness and nature of the matter raised.

7. Acknowledgement and Response Times
(a) Townsville Markets strives to acknowledge complaints, safety concerns and privacy matters within one business day.
(b) During peak periods, event days or where unusually high volumes of enquiries or submissions are received, acknowledgement may take longer.
(c) General enquiries, feedback and other submissions will be attended to as soon as reasonably practical.
(d) Townsville Markets does not guarantee that a complaint or other matter will be resolved within a fixed period.
(e) The time required to investigate and respond may depend on the seriousness and complexity of the matter, the availability of relevant people and information, and whether venues, insurers, authorities or other organisations are involved.

8. Initial Assessment
(a) Submissions will be received through Townsville Markets' administrative systems or other available contact methods and may be accessed by authorised Market Coordinators or administrators.
(b) Townsville Markets may assess the nature, seriousness and urgency of a submission before determining what action is appropriate
(c) Townsville Markets may prioritise matters involving immediate safety, threats, violence, serious misconduct, privacy risks or other urgent circumstances.
(d) One Market Coordinator may take primary responsibility for handling or investigating a particular matter.
(e) Not every enquiry, suggestion, complaint or concern requires a formal investigation. Townsville Markets may use an informal or proportionate approach where appropriate.

9. Investigating Complaints and Concerns
(a) Townsville Markets will determine what investigation or enquiries are reasonable and proportionate having regard to the circumstances.
(b) Depending on the matter, Townsville Markets may: request further information from the person making the submission; seek a response from the person or vendor concerned; speak with witnesses; review photographs, video, documents or other evidence; review vendor applications, booking records, correspondence or other relevant Townsville Markets records; consult other Market Coordinators; contact venue management; obtain information or advice from an insurer or professional adviser; or contact an appropriate authority.
(c) Townsville Markets is not required to undertake every possible investigative step before reaching a reasonable administrative decision.
(d) Decisions will be based on the information reasonably available to Townsville Markets at the time.
(e) In some circumstances, available information may be insufficient to substantiate an allegation or reach a definitive conclusion.
(f) A complaint that cannot be substantiated is not automatically considered false, malicious or made in bad faith.

10. Opportunity to Respond
(a) Where a complaint or allegation concerns an identifiable vendor or other person, Townsville Markets will ordinarily provide that person with a reasonable opportunity to respond before making an adverse decision based on the allegation, where practical and appropriate.
(b) The information provided to that person may be limited where reasonably necessary to protect another person's privacy, safety or legitimate interests.
(c) Townsville Markets may take immediate or interim action without first completing this process where reasonably necessary to protect safety, prevent serious disruption, respond to serious misconduct or comply with a lawful requirement.
(d) Immediate or interim action does not prevent Townsville Markets from conducting further enquiries or reviewing the matter afterwards.

11. Confidentiality
(a) Townsville Markets will handle complaints, concerns and other submissions as confidentially as reasonably practical.
(b) Absolute confidentiality cannot be guaranteed.
(c) Information may be disclosed where reasonably necessary to investigate, respond to or resolve a matter, provide a person with a reasonable opportunity to respond, protect safety, obtain professional or insurance advice, comply with venue requirements or comply with the law.
(d) Relevant information may therefore be shared with people involved in the matter, Market Coordinators, venue representatives, insurers, professional advisers, emergency services, police, regulators or other appropriate persons or organisations where reasonably necessary.
(e) Townsville Markets will seek to limit disclosure to information reasonably necessary for the relevant purpose.

12. Complaints About Market Coordinators
(a) Where a complaint concerns a particular Market Coordinator, another Market Coordinator should, where reasonably practical, take primary responsibility for handling or reviewing the complaint.
(b) A Market Coordinator who has a material personal interest or conflict of interest in a complaint should, where reasonably practical, not be primarily responsible for investigating or deciding that matter.
(c) Where a complaint directly concerns all Market Coordinators and it would be inappropriate for them to determine the matter themselves, Townsville Markets will, where reasonably appropriate, seek assistance or review from a suitable independent person or organisation.
(d) Depending on the nature of the matter, an appropriate independent person or organisation may include a venue representative, insurer, professional adviser or relevant authority.
(e) This section does not require Townsville Markets to appoint an external investigator for every complaint involving multiple Market Coordinators. The response will be proportionate to the nature and seriousness of the matter.

13. Possible Outcomes
(a) The appropriate outcome will depend on the circumstances and may include: providing information or clarification; resolving a misunderstanding; taking no further action; facilitating an informal resolution or discussion where appropriate; requesting or directing corrective action; issuing a warning; imposing or changing a safety requirement; changing an event procedure or administrative practice; taking action under the Townsville Markets Vendor Guidelines, Terms & Conditions; suspending or withdrawing Vendor Approval or refusing future bookings where permitted under the applicable
terms; requiring a person to leave an event where appropriate; or referring the matter to a venue operator, insurer, police, emergency service, regulator or other appropriate authority.
(b) The person making a complaint may tell Townsville Markets what outcome they are seeking, and Townsville Markets will consider that information.
(c) Making a complaint does not guarantee that Townsville Markets will provide the particular outcome or action requested.
(d) Townsville Markets retains responsibility for determining what action is reasonably appropriate within matters under its control.

14. Communicating the Outcome
(a) Where contact details have been provided and it is appropriate to do so, Townsville Markets will advise the person making the complaint when the matter has been considered or finalised.
(b) Townsville Markets may provide a general explanation of the outcome or action taken where appropriate.
(c) A complainant is not automatically entitled to confidential information about another person, including detailed disciplinary action, private correspondence, internal notes or other personal information.
(d) Information about an outcome may be limited where reasonably necessary to protect privacy, confidentiality, safety, legal interests or another legitimate interest.

15. Review of a Complaint Outcome
(a) A person who reasonably believes that a complaint was not properly considered may request a review.
(b) Where practical, a review may be undertaken by a Market Coordinator who was not primarily responsible for the original decision.
(c) Townsville Markets may ask the person requesting review to explain the basis of the request, including any relevant information they believe was overlooked or any significant concern about the way the matter was handled.
(d) Townsville Markets is not required to conduct repeated reviews of the same matter where no materially new information or reasonable basis for further review is provided.
(e) Once a reasonable review has been completed, Townsville Markets may consider the matter closed unless materially new information becomes available.

16. Good-Faith Complaints and Feedback
(a) Townsville Markets encourages people to raise genuine concerns, safety issues and complaints in good faith.
(b) A vendor's genuine complaint, safety concern, feedback or criticism made in good faith will not, by itself, adversely affect their Vendor Approval, site allocation or eligibility for future bookings.
(c) A person will not be treated as having made a false or malicious complaint merely because an allegation cannot ultimately be substantiated.
(d) Townsville Markets welcomes constructive criticism and does not prohibit genuine negative reviews or public criticism.
(e) Where a person wants Townsville Markets to investigate or resolve a concern, they are encouraged to raise the matter directly with Townsville Markets and provide a reasonable opportunity for the matter to be addressed.

17. False, Malicious, Abusive or Repetitive Submissions
(a) Knowingly providing false or deliberately misleading information, fabricating evidence or making a complaint maliciously may itself be treated as a serious matter.
(b) This does not apply merely because a person is mistaken, cannot prove an allegation or makes a complaint that is ultimately not substantiated.
(c) Townsville Markets is not required to tolerate threatening, intimidating, discriminatory, abusive or harassing communications.
(d) Townsville Markets may reasonably limit or cease engagement where a person repeatedly raises a matter that has already been investigated, reviewed and closed without providing materially new information.
(e) Any decision to limit communication will be made having regard to the circumstances and will not be used merely to avoid legitimate criticism, complaints or safety concerns.

18. Referral to Police, Emergency Services or Other Authorities
(a) Some matters may fall outside Townsville Markets' role or require involvement from another organisation or authority.
(b) Townsville Markets may refer relevant information to police, emergency services, venue management, insurers, regulators, professional advisers or another appropriate authority where reasonably necessary or permitted or required by law.
(c) This may include matters involving suspected criminal conduct, violence, serious threats, serious safety risks or other matters requiring specialist or lawful authority.
(d) Townsville Markets may suspend or limit its own investigation while an external investigation is underway where continuing its process could interfere with that investigation or would otherwise be inappropriate.
(e) Townsville Markets' complaints process is an internal administrative process. Townsville Markets does not determine criminal guilt, civil liability or legal rights in the manner of a court, tribunal or law-enforcement authority.

19. Withdrawal of a Complaint
(a) A person may ask to withdraw their complaint.
(b) In many circumstances, Townsville Markets may discontinue further consideration of a withdrawn complaint.
(c) Townsville Markets may nevertheless continue to investigate or act on information received where the matter raises significant safety, misconduct, fraud, legal, regulatory or other legitimate concerns.
(d) Withdrawal of a complaint does not require Townsville Markets to delete the complaint or associated records.

20. When a Matter Is Closed
(a) Townsville Markets may consider a matter closed when it has, as appropriate: provided the information or response requested; taken reasonable steps to assess or investigate the matter; taken any action Townsville Markets considers reasonably appropriate; communicated an outcome where appropriate; and completed any review Townsville Markets agrees to undertake.
(b) Townsville Markets may advise a person that further correspondence about a closed matter will not receive a substantive response unless materially new information is provided.
(c) A closed matter may be reopened where materially new information or circumstances justify further consideration.

21. Privacy Enquiries and Complaints
(a) Privacy enquiries and complaints may be submitted through this process and will also be handled in accordance with the Townsville Markets Privacy Policy.
(b) Townsville Markets may take reasonable steps to verify a person's identity before providing access to personal information or taking action involving sensitive personal information.
(c) Privacy complaints will be recorded, assessed and responded to having regard to the nature of the information and applicable privacy requirements.

22. Records and Personal Information
(a) Townsville Markets may retain records of enquiries, complaints, safety concerns and other substantive submissions.
(b) Records may include the original submission, attachments, correspondence, investigation notes, relevant evidence, responses and outcomes.
(c) Records will be handled in accordance with the Townsville Markets Privacy Policy.
(d) Townsville Markets may retain records where reasonably necessary for administrative, safety, insurance, legal, dispute-resolution or legitimate business record-keeping purposes.

23. Feedback, Suggestions and Compliments
(a) Townsville Markets welcomes feedback and suggestions about its markets, events, systems and operations.
(b) Feedback and suggestions may be considered when planning future events or improving Townsville Markets' procedures and services.
(c) Where a compliment relates to a particular vendor, Market Coordinator or other person, Townsville Markets may pass the compliment on to that person where appropriate.
(d) Townsville Markets appreciates positive feedback as well as constructive criticism and complaints.

24. Accessibility and Assistance
(a) Townsville Markets aims to make its Feedback, Enquiries & Complaints process reasonably accessible.
(b) A person who has genuine difficulty using the online form or providing information in writing may contact Townsville Markets using another available contact method and request reasonable assistance.
(c) Townsville Markets will make reasonable efforts to accommodate accessibility, communication or other genuine needs when receiving and handling a submission.

25. Changes to This Process
(a) Townsville Markets may update this Feedback, Enquiries & Complaints process from time to time to reflect changes to its operations, systems, contact methods or legal requirements.
(b) The current version will be published on TownsvilleMarkets.com.
(c) Administrative or procedural changes may be made where reasonably necessary to ensure matters continue to be handled effectively and fairly.

26. Contacting Townsville Markets
Feedback, enquiries, compliments, complaints, safety concerns and privacy matters may be submitted through the form at TownsvilleMarkets.com/feedback.html or by email to admin@townsvillemarkets.com. Other available contact methods are published on TownsvilleMarkets.com. For an immediate threat to life or safety, call 000.