

Feelspace Complaints Handling Policy

For customers, facilities, Directory users, talent, presenters, families, venues and partners

Ro Po Co Pty Ltd trading as Feelspace | ABN 37 688 697 707 | hello@feelspace.net.au | Melbourne, Victoria

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1. Our commitment

Feelspace aims to handle concerns respectfully, privately, promptly and without disadvantaging a person for making a complaint. This policy applies to customers, facilities, Directory users, talent, presenters, families, venues and business partners.

2. How to complain

Email hello@feelspace.net.au with the subject "Complaint". Include your name, relevant booking/listing/service reference, date, what happened, the outcome sought and any supporting information. You may use an authorised representative.

3. Our process

- We acknowledge the complaint, normally within 2 business days.
- We assess urgency, safety, privacy and whether immediate action is required.
- We gather relevant records and give affected people a fair opportunity to provide information.
- We explain the outcome and any proposed remedy in plain language, normally within 30 days. Complex matters may take longer and we will provide updates.
- We record the outcome and any corrective or systemic improvement.

4. Possible outcomes

- Explanation or apology.
- Correction, listing/content change, re-performance or other practical remedy where appropriate.
- Refund, partial refund, credit or other remedy required by law or agreed in the circumstances.
- Process, training, security, moderation or safety improvement.
- Referral to a payment provider, insurer, venue, regulator or independent adviser where appropriate.

5. Privacy complaints

Privacy complaints will be assessed under the Feelspace Privacy Policy. Where the Privacy Act applies, a complainant may have the right to contact the Office of the Australian Information Commissioner after first giving Feelspace a reasonable opportunity to respond.

6. Consumer and small-business rights

This complaints process does not remove any right to seek assistance from a state consumer agency, the ACCC, a tribunal, a court or another regulator with jurisdiction. Nothing in this policy excludes rights or remedies that cannot lawfully be excluded.

Your Words. Your Space.