

Competition Dispute Resolution Procedure

Authorised by:	 Rachael Hammond Director Marketing, Partnerships and Experiences Botanic Gardens of Sydney	Date authorised:	31/10/2025
Reviewed by:	 Daniel Rockett Head of Marketing and Engagement Botanic Gardens of Sydney	Date last reviewed:	31/10/2025
		Date next reviewed:	31/10/2026

Purpose

To ensure fair, transparent, and timely resolution of any disputes arising from competitions conducted during Botanic Gardens of Sydney (BGS) community events.

1. Dispute Panel Designation

A Dispute Resolution Panel (Panel) will be appointed prior to an event. The Panel will consist of at least two BGS staff members not directly involved in the prize draw.

2. Record Keeping

A secure log of all entries, draw procedures, and communications will be maintained by BGS. Records will include entry forms or digital submissions, draw method and results, and any correspondence related to disputes. Records will be kept in compliance with the NSW Department of Planning, Housing and Infrastructure Government Records and Information Management Policy and the BGS Privacy Policy.

3. Timeframe for Raising Disputes

All disputes must be submitted within 7 calendar days of the prize draw. Late dispute submissions will not be considered unless exceptional circumstances apply, such decision being determined by the Panel at its sole discretion.

4. Contact Point for Disputes

Disputes must be submitted via the designated BGS contact: Daniel Rockett, Head of Marketing and Engagement, Botanic Gardens of Sydney; Email: online@botanicgardens.nsw.gov.au; Phone: (02) 9231 8111. All communications must include the full name of the complainant, a description of the issue, and any supporting documentation or evidence.

5. Resolution Process

The Panel will review the dispute within 5 business days of receipt. The Panel's decision will be determined by reference to the published competition terms and conditions. The Panel's decision is final and binding. No further correspondence will be entered into once a decision is made.

6. Communication and Transparency

All complainants will receive a written response outlining the outcome. Any changes to procedures resulting from a dispute will be documented and reviewed for future events.