



COMPLAINT AND ISSUE RESOLUTION FORM

Formal client issue, complaint or correction request

Document purpose: This form gives clients a structured way to raise a concern, identify evidence, request a practical remedy and allow Motley Media to respond fairly and efficiently.

Item	Details
Client name	[Insert]
Project name	[Insert]
Contact phone / email	[Insert]
Date issue identified	[Insert]
Invoice / quote reference	[Insert]
Delivery link / file reference	[Insert if applicable]

Issue category

☐ Booking or scheduling	☐ Payment or invoice
☐ Communication	☐ Photography deliverables
☐ Video deliverables	☐ Editing/revisions
☐ MotFlix/gallery access	☐ Download problem
☐ Privacy/consent concern	☐ Drone/aerial issue
☐ Other: _____	

Complaint details	Response
Issue description	[Describe the issue clearly. Include dates, file names, people involved and what occurred.]
Requested outcome	[Explain the remedy sought: clarification, correction, replacement file, re-edit, refund request, access fix, apology, meeting or other.]
Supporting evidence attached	☐ Screenshots ☐ Emails/messages ☐ File names ☐ Receipt/invoice ☐ Other
Urgency	☐ Standard ☐ Time-sensitive ☐ Urgent privacy/safety issue

1. Process

Motley Media will review the complaint, check relevant records, assess the requested remedy and respond within a reasonable timeframe. Urgent privacy, safety, access or child-related concerns should be marked urgent.

2. Good faith resolution

The client and Motley Media agree to communicate respectfully, provide relevant information, avoid unnecessary escalation, and attempt to resolve the issue proportionately to the project terms and applicable rights.

3. Non-waiver

Submitting or responding to this form does not waive legal rights, insurance rights, consumer guarantees, payment rights or contractual rights. It is intended to create a clear record and support practical resolution.

Internal resolution item	Details
Motley Media response	[Internal completion]
Action approved	[Internal completion]
Responsible person	[Internal completion]
Target completion date	[Internal completion]
Resolution outcome	[Internal completion]

Signature and Authorisation

Signing statement: Each person signing confirms that they have read this document, understood its purpose, had an opportunity to ask questions or obtain advice, and has authority to sign for the named party where signing on behalf of an organisation.

Client	Motley Media & Digital Productions
Full name:	Full name:
Position / authority:	Position / authority:
Signature:	Signature:



Motley Media & Digital Productions

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Date:

Date: