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## Feedback or Complaint Form

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We value your feedback to improve our business. We are committed to resolving your issues at the first point of contact; however, this will not be possible in all circumstances, in which case a more formal complaints process will be followed.

### Complaints or Feedback Process

1. **We acknowledge** – within 5 days of receiving your complaint we will acknowledge receipt of your complaint.
2. **We review** – we undertake an initial review of your complaint and determine what if any additional information or documentation may be required to complete an investigation. We may need to contact you to clarify details or request additional information where necessary.
3. **We investigate** – within 21 days of receiving your complaint we will investigate your complaint objectively and impartially, by considering the information you have provided us, our actions in relation to your dealings with us and any other information that could assist us in investigating your complaint.
4. **We respond** – Following our investigation we will notify you of our findings and any actions we may have taken in regard to your complaint.
5. **We take action** – where appropriate we amend our business practices or policies.
6. **We record** - we will record your complaint for continuous improvement process and monitoring through regular review, your personal information will be recorded in accordance with relevant privacy legislation.

### Recording of Feedback and Complaints:

When taking a complaint, we will record your name and contact details. We will also record all details of your complaint including the facts and the cause/s of your complaint, the outcome and any actions taken following the investigation of your complaint. We will also record all dates and times relating to actions taken to resolve the complaint and communications between us.

As part of our on-going improvement plan, complaints will be monitored for any identifying trends by management and rectification/remedial action taken to mitigate any identified issues.

If you lodge a complaint, we will record your personal information solely for the purposes of addressing your complaint. Your personal details will actively be protected from disclosure, unless you expressly consent to its disclosure.

Where a third-party travel supplier such as a tour operator, was involved in your travel services, we may be required to speak with them to fully investigate your complaint.

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## Feedback or Complaint Form

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We value your feedback to improve our business. If you wish to provide feedback or lodge a complaint with Australian Tours and Cruises, please complete this form and email to [info@australiantoursandcruises.info](mailto:info@australiantoursandcruises.info)

Australian Tours and Cruises: also trading as Cruise along the Murray; Cairns 4WD Hire; 4WD Hire Cairns; Cape Your 4WD Tours; Gulf Savannah Tours; Australian Tours and Cruises and Tropical Experience Tours and Travel.

### 1. Your Details

Your Name:

Your Address:

Phone Number:

Alternative Number:

Email:

Your preferred method of contact:

- Email
- Telephone Mobile
- Telephone Work
- Mail
- Telephone Home

### 2. Details of your Complaint

- Products or Services
- Misleading Conduct
- Pricing
- Contract
- Documentation
- Refunds
- Websites
- Deposit / Pre-payment / Cancellation
- Ticket / Itinerary / Transfers
- Other, please specify:

Summary of Complaint:

### 3. Other Details

Name of the person you have been dealing with about your travel service (if known):

Have you spoken to any of our staff about your complaint    No    Yes

If yes, please provide details:

### 4. Remedy request

- This was for feedback purposes only; I do not require return contact.
- Yes, remedy request details:

### 5. Signature and Date

Name:

Signature:

Date Submitted:

List of documents attached (if any):

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### Australian Tours and Cruises - Customer Feedback Actions and Records:

Record details of how the feedback has been actioned. Include dates, form of communication, who was spoken to and the outcome of the discussion

Date Issued Raised	
Assess Complaint	
Action Taken	
Outcome of Complaint	
Reason Action Taken	
Offered – apology or compensation	

Where possible, we will attempt to resolve your complaint at the first point of contact. If we are unable to resolve your complaint at the first point of contact, we will undertake an investigation of your complaint and provide you with our findings.

If you are satisfied with our proposed decision or actions, we will close your complaint and record the findings for our continuous improvement program.

However, if you are not satisfied with our proposed decision or actions, we will record this, and provide you with information on how to escalate your complaint, to the Australian Federation of Travel Agents (AFTA), for external review under their AFTA Travel Accreditation Scheme (ATAS).

### AFTA Travel Accreditation Scheme (ATAS)

Should you wish to speak to ATAS about your complaint you can contact them in the following ways:

- By completing the online complaint form on their website [www.atas.com.au](http://www.atas.com.au)
- By telephoning them on 9287 9900
- By writing to them at Level 31, 31 Market Street, Sydney NSW 2000.
- By emailing them at [compliance@afta.com.au](mailto:compliance@afta.com.au)