



OBJECTIVE OF THE POLICY

As a responsible coach, tour and travel agent we seek to maintain and enhance our reputation of providing you with high quality products and services. We value concerns, comments and questions as they assist us to improve our products, services and customer service.

We are committed to being responsive to the needs and concerns of our customers or potential customers and to resolving your issues as quickly as possible.

This policy has been designed to provide guidance to both our customers and staff on the manner in which we receive and manage your concern. We are committed to being consistent, fair and impartial.

The objective of this policy is to ensure:

- You are aware of our lodgement and handling processes.
- Both you and our staff understand our management process.
- Your concern is investigated impartially with a balanced view of all information and evidence.
- We take reasonable steps to actively protect your personal information; and
- Your concern is considered on its merits taking into account individual circumstances and needs.

DEFINITION OF A CONCERN

A concern means an expression of dissatisfaction by a customer relating to a tour & travel service provided by us.

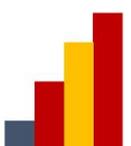
HOW A CONCERN CAN BE MADE

If you are dissatisfied with a service provided by us, you should in the first instance consider speaking directly with the staff member/s you have been dealing with. If you are uncomfortable with this or consider the relevant staff member is unable to address your concerns you can lodge a concern with us in one of the following ways:

- By completing a feedback form on our website; southerncrosstoursandtravel.com.au
- By telephoning us: 1300 613 201
- By writing to us; PO Box 60, Strathdale, Victoria 3550/ PO Box 2805 Alice Springs, NT 0871
- By emailing us; and travel@southerncrosstoursandtravel.com.au
- In person by speaking to any of our customer service staff.

If we receive your concern verbally and we consider it appropriate, we may ask you to put your concern in writing. Our concerns management process is free of charge.

When we are investigating your concern we will be relying on information provided by you and information we may already be holding.





YOUR RESPONSIBILITY

We may need to contact you to clarify details or request additional information where necessary. To help us investigate your concern quickly and efficiently we will ask you for the following information:

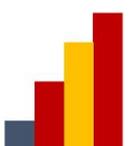
- Your name and contact details;
- The name of the person you have been dealing with about your service;
- The nature of the concern;
- Details of any steps you have already taken to resolve the concern;
- Details of conversations you may have had with us that may be relevant to your concern, and
- Copies of any documentation which supports your concern.
- If you consider you need further assistance, from the initial person you have reported the issue to, please ask to speak with the Manager of that section.

OUR RESPONSIBILITY

- The person receiving or managing your issue/s will provide you with any assistance you may need to make your concern.
- we will record your name, contact details, all details of your concern including the facts and the cause/s of your concern, the outcome and any actions taken following the investigation of your concern.
- Your personal information solely for the purposes of addressing your concern. Your personal details will actively be protected from disclosure unless you expressly consent to its disclosure.
- We will also record all dates and times relating to actions taken to resolve the concern and communications between us.
- When taking a concern, as part of our on-going improvement plan, concerns will be monitored for any identifying trends by management and rectification/remedial action taken to mitigate any identified issues.
- 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 concern.
- To follow the feedback to customers process below.
- To Follow our 6 Point of Concern process below.

FEEDBACK TO CUSTOMERS

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 concerns process will be followed.





We will acknowledge receipt of your concern within 5 days and keep you informed of the progress of your concern throughout our concern resolution process.

We are committed to resolving your concern within 21 days of you lodging your concern, however, this may not always be possible on every occasion. Where we have been unable to resolve your concern within 21 days, we will inform you of the reason for the delay and specify a date when we will be in a position to finalise your concern.

During the investigation of your concern we may need to seek further clarification or documentation from you to assist us in resolving your concern.

If we have sought clarification or documentation from you and we are waiting on you to provide this information, we may not be able to meet our 21 day finalisation commitment. In such circumstances upon receipt of your clarification or documentation we will indicate to you when we expect to finalise your concern.

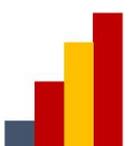
If we sought clarification or documentation from you and we are waiting on you to provide this information, we may not be able to meet our 21 day finalisation commitment. In such circumstances upon receipt of your clarification or documentation we will indicate to you when we expect to finalise your concern.

Once we have finalised your concern, we will advise you of our findings and any action we have taken. We will do this in writing, unless it has been mutually agreed that we can provide it to you verbally.

You have the right to make enquiries about the current status of your concern at any time by contacting us.

OUR SIX POINT CONCERN PROCESS

1. **We acknowledge** – within five days of receiving your concern we will acknowledge receipt of your concern.
2. **We review** – we undertake an initial review of your concern 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 concern we will investigate your concern 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 concern.
4. **We respond** – Following our investigation we will notify you of our findings and any actions we may have taken in regards to your concern.
5. **We take action** – where appropriate we amend our business practices or policies.





6. **We record** - we will record your concern for continuous improvement process and monitoring through regular review, your personal information will be recorded in accordance with relevant privacy legislation.

WHEN YOU HAVE A CONCERN ABOUT ONE OF OUR EMPLOYEES

If you have a concern about a member of our staff, we will treat your concern confidentially, impartially and equally (giving equal treatment to all people). We will investigate your concern thoroughly by finding out the relevant facts, speaking with the relevant people and verifying explanations where possible.

We will also treat our staff member objectively by:

- informing them of any concern about their performance;
- providing them with an opportunity to explain the circumstances;
- providing them with appropriate support; and
- Updating them on the concern investigation and the result.

CONCERNS UNDER INVESTIGATION BY A REGULATOR OR LAW ENFORCEMENT AGENCY

If your concern is currently being investigated by a relevant federal, state or territory consumer protection regulator or law enforcement agency we may cease to take further action in relation to your concern pending finalisation of their investigation.

We will assist any agency with their investigations.

OUR CONCERN ESCALATION PROCESS

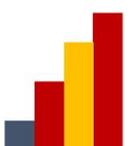
Where possible, we will attempt to resolve your concern at the first point of contact. If we are unable to resolve your concern at the first point of contact, we will undertake an investigation of your concern and provide you with our findings.

If you are satisfied with our proposed decision or actions, we will close your concern 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 concern, to the Australian Federation of Travel Agents (AFTA), for external review under their AFTA Travel Accreditation Scheme (ATAS).

ATAS is an industry accreditation scheme that sets the benchmark of quality for the travel industry. ATAS is also responsible for monitoring our compliance with the ATAS Code of Conduct (the Code) and assisting in the resolution of concerns.

The Code sets the standards of good practice that ATAS participants must follow when dealing with their customers. As an ATAS participant we have agreed to be bound by the Code. If you would like to know more about the Code you can visit the ATAS website www.atas.com.au.





AFTA TRAVEL ACCREDITATION SCHEME (ATAS)

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

- By completing the online concern form on their website 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

YOUR RIGHTS UNDER AUSTRALIAN CONSUMER LAW

You reserve the right to refer your concern to your relevant federal, state or territory consumer protection agency at any time.

