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COMPLAINT HANDLING POLICY

Escorted Tour Professionals

T/as

Escorted Sports Tours

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1. Objective of the policy

As a customer service orientated company, Escorted Tour Professionals is dedicated to maintaining a reputation for bringing value to people's lives by simply doing what we say we are going to do.

From our outset we will aim to produce high quality service, not just to our clients, but to others within the industry and all we come into contact with. We want to be known as fun and easy to "deal with" even when being contacted by Clients, Vendors, Travel Agents and other companies and people we interact with in the industry.

Our policy's aim is to assist us to build on our high quality of customer service and highlight where we haven't done what we said we would do. It provides us with a process and plan to rectify the situation, or provide suitable outcomes to a less favourable situation.

Its Escorted Tour Professionals aim to quickly resolve all tour related issues with a win/win outcome.

Escorted Tour Professionals has created this plan to provide consistency, clarity and fairness in the manner we will receive and manage complaints. It is our hope and belief that by following the plan, we can come to a quick and fair resolution.

Objectives of this Policy is to:

1. Provide awareness of our complaint lodgement and management process.
2. Provide our own people with a process for receiving and managing complaints.
3. Ensure consistency, clarity and fairness of all complaint handlings.
4. Guide our company through the investigation of evidence.
5. Ensure all complaints are handled individually based on the circumstances and take into account the merits of each complaint.
6. Provide a strategy to ensure our company is continually improving with each complaint and changes are made to ensure we don't make the same mistake twice.

2. Definition of a complaint

In this policy a complaint is any expression to Escorted Tour Professionals, that a travel service, an action, or a dealing with Escorted Tour Professionals is unsatisfactory or unacceptable.



3. How a complaint can be made

If a dealing with Escorted Tour Professionals has been unsatisfactory or unacceptable, you should in the first instance consider speaking directly with the staff member you have been dealing with.

If the issue is unable to be resolved, or you feel uncomfortable dealing with the initial contact you may lodge a complaint with Escorted Tour Professionals via the following ways:

1. By completing the "Register" section on our website - www.escortedstourstours.com.au
2. By telephone – (08) 9221 9977
3. In writing – Escorted Sports Tours, Shop 1 / 113 Royal Street, East Perth, WA 6004
4. Via e-mail – shane@etpros.com.au or travel@owtravel.com.au
5. By Fax – (08) 9221 5577
6. In person – Shop 1 / 113 Royal Street, East Perth, W.A. 6004

If we receive a complaint verbally and we consider it appropriate, you will be asked to place your issue in writing for us to further investigate.

4. The information you will need to tell us

For Escorted Tour Professionals to efficiently provide an outcome to your complaint, we will require accurate and complete information from you. Should we require more information or to clarify any details of events, we may need to contact you.

To assist in our efforts in rectifying your complaint we kindly ask that you provide the following information:

1. Your name and contact details
2. Name of the person you have been dealing with
3. Nature of the complaint
4. Details of any steps already taken to rectify the issue
5. Details of conversations relevant to the complaint
6. Copies of any documentation supporting your complaint

5. Help when making a complaint

If requested, Escorted Tour Professionals will gladly provide assistance for anyone wishing to submit a complaint. If you feel you need further assistance to lodge a complaint please inform us as soon as practicable.



6. Recording complaints

When Escorted Tour Professionals receive a complaint, we will take your name and contact details. We will also record all details pertinent to your complaint, including the facts and causes of your complaint, outcomes and any actions taken to resolve the issue, and all communications between us.

All complaints will be used to enhance our operations and we intend to track trends and rectify any areas where our clients feel we are letting them down.

When a complaint is lodged with Escorted Tour Professionals your personal information will be recorded solely for the purposes of addressing the complaint. Your details will actively be protected from disclosure unless you expressly consent to its disclosure.

Where a third party travel service provider, such as another tour operator, wholesaler, hotel or airline was involved we may be required to speak with them to fully investigate your complaint.

7. 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 complaints process will be followed.

We will acknowledge receipt of your complaint within three (3) business days, and keep you informed of the progress of your complaint throughout our complaint resolution process.

We are committed to resolving your complaint within 10 business days of you lodging your complaint, however, this may not always be possible on every occasion. Where we have been unable to resolve your complaint within 10 business 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 complaint.

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

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 10 business day finalisation commitment. In such circumstances upon receipt of your clarification or documentation we will indicate to you when we expect to finalise your complaint.

Once we have finalised your complaint, 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 complaint at any time by contacting us.



8. Our two complaint handling processes.

COMPANY COMPLAINTS	TOUR GUIDE
Complaint received before or after a tour. This is our company based process to manage larger or more in-depth complaints.	Complaint received during a tour. This is our LAUGH technique used during tours to quickly and effectively manage complaints on the run.
<p style="text-align: center;">Acknowledge:</p> <p>We will ensure we acknowledge receipt of the complaint within 3 business days.</p>	<p style="text-align: center;">Listen:</p> <p>Our Coaches will be trained to listen to the client's problem. They may be frustrated or angry, but it's important to listen to what they have to say without interruption.</p>
<p style="text-align: center;">Review:</p> <p>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.</p>	<p style="text-align: center;">Acknowledge:</p> <p>We will acknowledge what has happened and offer a sincere apology. Escorted Tour Professionals believe that an apology does not imply guilt, as we can be sorry that a client is in a certain situation due to no wrongdoing of ours. This also does not mean we cannot assist in rectifying an issue.</p>
<p style="text-align: center;">Investigate:</p> <p>Within 10 business 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.</p>	<p style="text-align: center;">Understand:</p> <p>Escorted Tour Professionals want to understand the problem our client has. We will ask probing questions to get to the bottom of the real issue. Our understanding also shows that we truly care and allows us to provide the very best solutions to any issues.</p>
<p style="text-align: center;">Respond:</p> <p>Following our investigation we will notify you of our findings and any actions we may have taken in regards to your complaint.</p>	<p style="text-align: center;">Give Solutions:</p> <p>Our aim to not jump in early and try to solve the wrong issue. Hence, giving solutions is the 4th step and we must ensure we are giving the right solution to the real problem.</p>
<p style="text-align: center;">Take action:</p> <p>Where appropriate we amend our business practices or policies. We will also do all we can to ensure the same situation does not arise with other clients. We will also do what we told the client we would do.</p>	<p style="text-align: center;">Hit home:</p> <p>Escorted Tour Professionals are committed to following up with our clients and ensuring their problem, or complaint has been completely resolved. We will approach them again and make sure we have acted as we said we would and they are happy with the outcome.</p>
<p style="text-align: center;">Record:</p> <p>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.</p>	



9. When you complain about one of our employees

If a complaint is made about a member of our staff, we will treat the complaint confidentially, impartially and equally (giving equal treatment to all people). The complaint will be thoroughly investigated 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:

1. Informing them of any complaint about their performance,
2. Providing them with an opportunity to explain the circumstances,
3. Providing them with appropriate support,
4. Updating them on the complaint investigation and the result.

10. Complaints under investigation by a regulator or law enforcement agency

If a complaint is under investigation by a federal, state or territory consumer protection regulator, or law enforcement agency, Escorted Tour Professional will cease to take further action in relation to the complaint pending finalisation of their investigation.

Escorted Tour Professionals will do everything in its power to work with the relevant authorities and assist in their investigations where possible.

11. Our complaint escalation process

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 in our complaints, incidents and accidents log.

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).

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 complaints.

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.



12. AFTA Travel Accreditation Scheme (ATAS)

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

1. By completing a feedback form on their website www.atas.com.au
2. By telephoning them on 9287 9900
3. By writing to them at level 3, 309 Pitt Street, Sydney NSW 2000
4. By emailing them at compliance@afta.com.au

13. Your rights under Australian Consumer Law

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

