

# If you have a complaint or query about our Travel service

As a responsible travel agent we seek to maintain and enhance our reputation of providing you with high quality products and services. We value complaints 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 complaint as quickly as possible.

We are committed to being consistent, fair and impartial when handling your complaint.

If you are dissatisfied with a travel 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 complaint with us in one of the following ways:

- By completing a feedback form on our website [www.raa.com.au](http://www.raa.com.au)
- By telephoning us on 08202 4589
- By writing to us at RAA, 101 Richmond Road, Mile End SA 5031
- By emailing us at [travel@raa.com.au](mailto:travel@raa.com.au)
- In person by speaking to any of our customer service staff.

The person receiving or managing your complaint should provide you with any assistance you may need to make your complaint. However if you consider you need further assistance please inform us of this at the time you are lodging your complaint.

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.

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).

It is a free service to you and 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.

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

- By completing a feedback 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 3, 309 Pitt Street, Sydney NSW 2000
- By emailing them at [compliance@afta.com.au](mailto:compliance@afta.com.au)

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

# Customer Feedback Form

This form is to assist you in formally lodging feedback about RAA's Travel Service or the manner in which a Representative has handled a specific issue or matter. The details requested are to enable us to identify you and the subject matter of your feedback, and also assist in any necessary investigation or enquiry.

## Your Details

Mr/ Mrs/ Miss/ Ms/ Dr:

Other Names: .....

Address: .....

Postcode:..... Member Number(s):..... Daytime Telephone:.....

## Type of feedback

Complaint       Suggestion       Compliment

Is response required:  Yes     No

Specific details of feedback .....

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Please provide as much detail as possible and attach any further required associated documentation:  
(see over if more space required)

Please sign, date and address to:

Signature: .....

Date ...../...../.....