

Complaint Handling and Dispute Resolution



We are committed to providing you with a professional service as a responsible travel agent and being responsive to your needs and concerns.

Effective complaints management is valued as an opportunity to continually improve our services. If you are unhappy with any aspect of Capricorn Travel's service, you can ask for the matter to be referred to our Complaints Handling and Dispute Resolution process. This process is available to you free of charge and is outlined in this brochure.

You are not required to use our Complaint Handling and Dispute Resolution Process and may lodge a complaint with your local state or territory consumer affairs agency, court or tribunal.

CAPRICORNTM
TRAVEL

MAKING A COMPLAINT

Complaints Handling and Dispute Resolution Process

Your first step should be to contact us and advise us of your complaint. We may be able to efficiently resolve this issue for you or review the matter and respond within an agreed timeframe.

We will provide acknowledgement of your complaint within 2 days of receiving it and will provide the contact details of the person managing your matter within five days of receiving it.

If we have sufficient information, we will endeavour to provide you with an outcome to your complaint within 21 days of receipt of your complaint. If we do not have sufficient information, we may need to request additional information from you to assist with our investigations. We will keep you informed of the progress of your complaint throughout the complaint process and will advise you of the possible or likely outcome of your complaint, where practicable.

If we are unable to meet the above timeframes, we will advise how long the complaint may take to investigate and specify a date when a decision can reasonably be expected.

Any information that we collect from you in relation to your complaint will be handled in accordance with Capricorn's Privacy Policy which can be accessed at [Capricorn.coop/privacy-policy](https://www.capricorn.coop/privacy-policy) and in accordance with applicable privacy legislation.

Capricorn Travel acknowledges that a person or organisation may assist or represent you to make and progress your complaint.

If you require assistance with making a complaint, please contact the team at Capricorn Travel to assist you with this.

You can contact us by using one of the following methods:

Phone: 1800 655 077

Email: travel@capricorn.com.au

Or by mail:

Capricorn Travel

Locked Bag 3003

West Perth WA 6872





AUSTRALIAN TRAVEL ACCREDITATION SCHEME (ATAS) COMPLAINTS ESCALATION PROCESS

As we are an ATAS accredited travel intermediary, if you are not satisfied with the outcome of your complaint with Capricorn Travel, you may escalate the complaint to the ATAS Compliance Manager via the online complaint form available at www.atas.com.au and, if accepted, the ATAS Compliance Manager will undertake an investigation into the complaint.

If you are not satisfied with the outcome of the review of your complaint by the ATAS Compliance Manager, you may appeal that decision to the free, independent ATAS Complaint Appeal Committee (ACAC) in writing to acac@afta.com.au within 14 days of being notified of the outcome by the ATAS Compliance Manager.

For further information on the ATAS complaints escalation process refer to the ATAS Code of Conduct available at www.atas.com.au.

All information contained in this document is for general information only and is not intended to be professional advice or comment on any particular matter or subject. Before acting on any information you should consider the relevance of it to your own circumstances and, if necessary, take professional advice.