



Careaway

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Careaway Complaints Handling Policy and Procedures

1. Objective of the policy

As a responsible travel agent Careaway seek to maintain and enhance our reputation of providing you with high quality products and services. Careaway value complaints as they assist us to improve our products, services, and customer service.

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

This policy has been designed to provide guidance to our customers, participants, and staff on the manner in which we receive and manage your complaint. Careaway are committed to being consistent, fair, and impartial when handling your complaint.

The objective of this policy is to ensure:

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

2. Definition of a complaint

In this policy a complaint means an expression of dissatisfaction by a customer or participant relating to a travel service provided by Careaway.

3. How a complaint can be made

If you are dissatisfied with a travel service provided by Careaway, 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 telephoning us on (02) 48722224
- By writing to us at P.O Box 947, Mittagong NSW 2575
- By emailing us at careaway@careaway.com.au
- In person by speaking to any of our customer/care staff/Careaway management

If we receive your complaint verbally and we consider it appropriate, we may ask you to put your complaint in writing.

Our complaints handling process is free of charge.

4. The information you will need to tell us

When Careaway are investigating your complaint, we will be relying on information provided by you and information we may already be holding. Careaway may need to contact you to clarify details or request additional information where necessary. To help us investigate your complaint quickly and efficiently we will ask you for the following information:

- Your name and contact details and the name and contact details of the participant/family/staff member you are advocating on behalf of.
- The name of the person you have been dealing with about your travel service,
- The nature of the complaint,
- Details of any steps you have already taken to resolve the complaint,
- Details of conversations you may have had with us that may be relevant to your complaint,
- Copies of any documentation which supports your complaint.

5. Help when making a complaint

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.

6. Recording complaints

When taking a complaint, Careaway will record your name and contact details and the name and contact details of the participant/family/staff you are advocating for. Careaway 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. Careaway 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.

7. Feedback to customers

Careaway 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.

Careaway 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.

Careaway 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 six-point complaint process

- **We acknowledge** – within three business days of receiving your complaint we will acknowledge receipt of your complaint.

- **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.
- **We investigate** – 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.
- **We respond** – Following our investigation we will notify you of our findings and any actions we may have taken in regard to your complaint.
- **We take action** – where appropriate we amend our business practices or policies.
- **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.

9. When you complain about one of our employees

If you complain about a member of our staff, we will treat your complaint confidentially, impartially, and equally (giving equal treatment to all people). Careaway will investigate your complaint 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 complaint about their performance,
- providing them with an opportunity to explain the circumstances,
- providing them with appropriate support,
- Updating them on the complaint investigation and the result.

10. When you complain about one of the directors

If you wish to make a complaint about a member of our directors, we will treat your complaint, impartially and equally (giving equal treatment to all people). Careaway will investigate your complaint thoroughly by finding out the relevant facts, speaking with the relevant people and verifying explanations where possible.

We will also treat our director objectively by:

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

If you do not feel comfortable making a complaint about a director to Careaway staff you can make a complaint to any of the below listed organisations.

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

If your complaint 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 complaint pending finalisation of their investigation.

Careaway will assist any agency with their investigations.

12. Our complaint escalation process

Where possible, Careaway 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

[NDIS Commission \(if you are travelling as an NDIS participant\)](#)

Phone: 1800 035 544

TTY: 133 677. Interpreters can be arranged.

National Relay Service and ask for 1800 035 544

Completing a complaint contact form on the NDIS website

website: ndiscommission.gov.au

[Ombudsman Office \(NSW\)](#)

Level 24, 580 George St, Sydney 2000

Phone: (02) 9286 1000

TTY: 133 677

Toll Free: 1800 451 524

Email: nswombo@ombo.nsw.gov.au

[ACT Disability and Community Services Commissioner](#)

GPO Box 158

Canberra City, ACT 2600

Phone: 02 6205 2222

Email: human.rights@act.gov.au

Australian Human Rights Commission

Level 3, 175 Pitt Street, Sydney NSW 2000
GPO Box 5218, SYDNEY NSW 2001
Phone: 02 9284 9888
Complaints Infoline: 1300 656 419
TTY: 1800 620 241
Email: complaintsinfo@humanrights.gov.au

Anti-Discrimination Board (NSW)

Level 4, 175 Castlereagh Street, Sydney NSW 2000
PO Box A2122, Sydney South NSW 1235
Phone: 02 9268 5544
TTY: 02 9268 5522
Email: complaintsadb@agd.nsw.gov.au

Multicultural Disability Advocacy Association

10-12 Hutchinson St, Granville NSW 2142
PO Box 884 Granville NSW 2142
Phone: 02 9891 6400
National Relay Service: 133 677
Toll Free Phone: 1800 629 072
Telephone Interpreter Service: 13 14 50
Email: mdaa@mdaa.org.au

People with Disability Australia

Tower 1, Level 10, 1 Lawson Square, Redfern NSW 2016
PO Box 666, Strawberry Hills NSW 2012
Phone: 02 9370 3100 Toll Free: 1800 422 015
TTY: 02 9318 2138 TTY Toll Free: 1800 422 016

Or to ATAS 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 Australian Federation of Travel Agents (AFTA), for external review under their AFTA Travel Accreditation Scheme (ATAS)

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:

- By completing a feedback form on their website 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

Careaway will assist any agency with their investigations

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. All users of Careaway have the right to pursue any complaint/grievance about the service provision without retribution.

