



Complaints Handling Process

Our Culture

Hoot endeavours to deliver exceptional quality professional travel services. We are committed to being responsive to the needs and concerns of customers and to resolving your complaint as quickly as possible.

Customer feedback is welcomed as it helps us improve our service delivery to you.

Our Principles

Each complaint is investigated thoroughly and efficiently, with impartiality, taking into account all information and evidence. Each complaint is handled confidentially. We take reasonable steps to actively protect your personal information which will at all times be stored in accordance with privacy requirements.

Any information you provide may be recorded and used to assist us in improving our products and services to future customers.

There is no financial charge for making a complaint.

Our People

All complaints are handled by a Team Leader/Manager in liaison with other Senior Management staff. Complaints are given the utmost priority.

Our Process

1. If you have a complaint, you can advise us by one of the following methods:
 - a) Contact our Head Office directly via email, mail or telephone;
 - b) In person by speaking to your Holiday Specialist, or their Team Leader/Manager;
 - c) Completing any feedback form that we may make available to you.
2. Your complaint will be acknowledged by a Hoot staff member within 3 business days of receiving it.
3. In the process of investigating your complaint we may request additional information from you to assist us in reaching the most equitable outcome.
4. We will endeavour to provide you with a resolution within 10 business days of receipt. However, if there is a delay, we will inform you of the reasons for the delay and maintain communication with you throughout our investigation.
5. All communication will be in writing unless there is a mutual agreement otherwise.

Resolution

If a complaint cannot be resolved to your satisfaction, we will advise you what other options you have available.

Email: cs@hootolidays.com.au

Tel: (02) 9080 1600

Address: Level 12, Building B, 280 Elizabeth St, Sydney NSW 2000