



# Complaints guide

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webjet.com.au

## Introduction.

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We're here to help. At Webjet, we are committed to providing excellent service to our customers. We recognise that there may be instances when concerns arise, and we appreciate your feedback.

This complaints guide explains how to make a complaint, the information we need and what we will do to try to resolve your issue promptly and efficiently, recognising that timelines can be dependent on responses from our airline and hotel partners.

## How to make a complaint.

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### Step 1

#### Get in touch with us

The easiest way to tell us about your complaint is to get in touch with us.



#### EMAIL US

Send us an email to:  
[complaints@webjet.com.au](mailto:complaints@webjet.com.au)



#### PHONE US

Call us on: 1800 935 929 Please  
have your  
Webjet Booking Reference ready (if  
available)



#### MAIL US

If you would like to mail us details  
of your complaint, please send to:

**Webjet OTA**  
Customer Complaints Department  
Level 2, 509 St Kilda Road  
Melbourne VIC  
Australia 3004

### Step 2

#### Tell us about your concern

##### Please tell us:

- Your name and preferred contact method and details
- Your Webjet booking reference number (if you have completed a booking)
- What went wrong and what you would like us to do?
- As much detail as possible including dates - for example, was it a problem with our services, our staff, or our complaints process? When did the problem occur?
- What has been done so far to fix the problem?

### Step 3

#### Resolving your complaint

Once we receive your complaint, we will investigate and try to find a solution as quickly as possible. We are committed to acknowledging and resolving your complaint within a reasonable timeframe, however, please note that some timelines are dependent on responses from our travel product suppliers (such as airlines and hotels).

If we need information from one of our travel product suppliers (such as an airline), our investigation can take longer because we need to wait for the travel product supplier. We don't control the time it takes for the travel product supplier to respond (or the resolution they offer) but we will let you know if this is what we are waiting for.

Once we have investigated your complaint, our team will contact you to provide their contact information as your case manager, discuss your complaint and try to find a solution. The available outcomes will depend on your circumstances, our terms and conditions and the relevant travel supplier's terms and conditions including any applicable fare rules.

## **If you need help to make a complaint.**

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If you need help to make a complaint, you can authorise someone else to assist you, for example a family member or friend, and we will work with that authorised person to resolve your complaint.

If you have a specific need that we can help you with to lodge your complaint, please let us know.

## **What happens next?**

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If you are not satisfied with the initial resolution, you can request an escalation and a senior staff member will review the matter. We will aim to provide you with a final response within 10 business days after considering any further responses from our travel product suppliers.

Following this review, if you feel we haven't been able to resolve an issue in the way you'd like, you may wish to contact an Australian Travel Industry Association (ATIA) for external review under their 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](http://www.atas.com.au).

If you would like to speak to ATAS about your complaint you can contact them in the following ways:

- completing the ATAS online complaint form on their website [www.atas.com.au](http://www.atas.com.au);
- telephoning ATAS on (02) 9287 9900
- in writing addressed to ATAS at Level 31, 31 Market Street, Sydney NSW 2000;
- email ATAS at [compliance@atas.com.au](mailto:compliance@atas.com.au).



[webjet.com.au](http://webjet.com.au)

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**Webjet**  
Level 2, 509 St Kilda Road Melbourne, Victoria 3004 Australia  
[www.webjet.com.au](http://www.webjet.com.au)