

CONTACTING CLASSIC WITH A COMPLAINT

Phone

Call the staff member that you have previously dealt with, who will log your concerns as a formal complaint, and may be able to assist you immediately, or will have a Senior Manager contact you to discuss your complaint; or call the Complaints Handling Officer on 1300 78 5599 (Aust) or 0800 55 4433 (NZ)

Writing

Write a letter of complaint, explaining the nature of your complaint and the resolution you are seeking.

Send the details of your complaint to:
The Complaints Handling Officer
Classic Holidays
PO Box 384
Coolangatta Qld 4225

Email

complaints@classicholidayclub.com.au

Fax

Attention Complaints Handling Officer
Fax: (07) 5595 7500



classicholidayclub.com.au



What happens if I have
a complaint against
Classic Holidays?

About Classic Holidays

Established in 1978, Classic Holidays is Australia's largest privately owned timeshare resort management company, representing some 26,000 timeshare members.

Classic Holidays currently has 14 resorts/clubs under management, is responsible for the employment of over 450 staff, and conducts services including reservations/member services, accounts, payroll and marketing at the head office on the Gold Coast.

The success of Classic Holidays today is based on the trust our members have given us. The success of our business in the future will be based on understanding and delivering our members needs in a timely manner.

WHAT IS A COMPLAINT?

The definition of a complaint according to the Australian Standard (AS ISO 10002) is:

"Expression of dissatisfaction made to an organisation, related to its products, or the complaints handling process itself, where a response or a resolution is explicitly or implicitly expected".

[Product also means Service]

If you are unhappy about the service Classic has provided or want to give us other feedback

If you are unhappy with the service provided by Classic (or a Classic related entity including managed resorts), for example, if you think Classic has:

- treated you impolitely or unfairly;
- failed to explain things properly, or
- caused unjustified delays

please let us know.

Classic takes complaints about its service very seriously. If we get things wrong, it is important that you tell us so that we can improve our service in the future.



Before you make a complaint

Before you make a complaint about the service you have received from Classic (or a Classic related entity including managed resorts), or a complaint about a decision made by Classic, you need to be aware that Classic is bound by the Club Rules (of each resort) and individual Constitutions and its AFS Licences.

You can obtain a copy of the Resort Club Rules and Constitution by requesting a copy from Classic Holidays.

How to make a complaint

In the first instance, please tell the staff member you have been dealing with. To respond to your complaint we will need full details of the complaint.

The staff member you have been dealing with may be able to offer you some form of remedy or provide you with information, which may resolve your complaint straight away.

If your complaint has not been resolved, or you do not wish to raise the matter with the staff member you have been dealing with, you can contact Classic's Complaints Handling Officer.

While all complaints, both oral and written, will be assessed, people wishing to lodge a complaint are encouraged to put their complaint in writing, setting out the details of the complaint and the resolution sought.

The role of the Complaints Handling Officer

The Complaints Handling Officer will carefully consider the complaint you have raised and conduct necessary enquiries/investigation.

Each complaint raised with Classic will be addressed as quickly as possible. If an issue cannot be resolved immediately, you will be contacted within five (5) business days and be kept informed of the progress of your complaint. We aim to resolve all issues within the following time-frames:

- Simple complaints should be resolved within five days.
- Issues that require further investigation should be resolved within twenty-eight days from the time the complaint was formally lodged with Classic.

If more time is required to resolve or investigate your complaint, you will be advised.

Please note that in the interest of fairness and completeness, Classic may notify the other party of the existence of your complaint and provide the other party with a copy of your complaint.

The investigation of your complaint by the Complaints Handling Officer may involve requesting a report from members of staff, as well as discussing the complaint with Senior Management.

The Complaints Handling Officer may also require additional information from you on a particular issue.

Once the Complaints Handling Officer has reviewed your complaint and considered the concerns you have raised, a decision will be made on the outcome of your complaint and the Complaints Handling Officer will advise you accordingly.

What does Classic do with the information it gathers from complaints lodged?

All information provided is important to Classic and is collated and analysed by the Complaints Handling Officer who provides a report to Management to improve how Classic operates.