

Tour Participant Grievance Procedure

1. Purpose:

WETG is committed to delivering high-quality travel experiences and ensuring the wellbeing and satisfaction of our tour participants. This grievance procedure provides a clear process for participants to raise concerns or complaints regarding their experience and outlines how WETG will address these concerns promptly, fairly, and respectfully.

2. Scope

This procedure applies to all tour participants on any WETG-operated trips.

Grievances may include, but are not limited to:

- Service quality concerns
- Health, safety, and security issues
- Behaviour of guides, staff, or fellow participants
- Accommodation, transportation, or itinerary issues
- Breach of WETG policies or tour terms and conditions

3. Principles

1. **Respect:** All concerns will be handled respectfully and professionally.
2. **Confidentiality:** Complaints will be treated confidentially, with information shared only where necessary.
3. **Fairness:** Both the participant and any staff involved will be given the opportunity to present their perspectives.
4. **Timeliness:** WETG aims to address complaints as quickly as possible to minimise disruption to the participant's experience.

4. Procedure

Informal Resolution

If an employee, representative or participant engages in any behaviour that is regarded as discriminatory, bullying or harassment, based on the definitions provided, then any other participant, employee, or representative can, if safe to do so, address the behaviour directly with that person following these guidelines:

- If the discrimination, bullying, or harassment is currently taking place and harm is being caused, it is appropriate to attempt to stop that behaviour in a safe way that quickly deescalates the situation to reduce or prevent further harm being caused.
- Think about a suitable time and place to discuss the behaviour so all involved can prepare for the discussion and listen and be heard during the discussion. This can mean when people are not busy with other tasks and cannot be overheard by non-involved people. However, it may also be appropriate to raise concerns immediately.
- Invite another person to witness the discussion (both parties may wish to have a witness).
- Be kind and considerate during the discussion.
- Allow each other time to think during the discussion so everyone can consider their thoughts. This can mean people may wish to meet again later to consider their response.
- Talk about the behaviour and the effects of that behaviour. It is appropriate, and often important, to honestly discuss feelings and emotions, but try to remain calm and take your time so you feel you have expressed yourself accurately.
- Try to de-escalate the situation and find a positive resolution by providing a way forward for all.
- True empathy (or truly considering the thoughts, feelings, and position of another) can often help the resolution process and will raise awareness of the other person's point of view and behavioural drivers.
- It can be appropriate to take written notes during the discussion but inform the other party of this so they can do the same if they wish (or make notes after the discussion). These notes may be used as a record of the discussion if a formal complaint is put in place later.
- What not to do: confront people without warning and put them under pressure to agree with something they have not had time to consider or respond to something without time to think.

Formal Resolution

If an employee, representative, or participant engages in behaviour that is regarded as discriminatory, bullying or harassment based on the definitions provided, and the participant who is aware of the behaviour feels they either cannot address the behaviour directly with the person or they feel their informal resolution was not satisfactory, then they should report it to their tour guide.



If the participant's tour guide is involved in the breach, the participant should submit their complaint to either another tour guide (if there is more than one guide on the tour), or their WETG reservations consultant/pre-departure contact or via email to complaint@worldexpeditions.com.au.

Formal complaints will be treated seriously, investigated promptly, and handled in a confidential manner.

Tour Participant Grievance Procedure

This is a fair and positive method for settling disputes arising on tour.

The aim of this procedure is:

- To provide a structured process for addressing complaints of discrimination, bullying, and harassment on tour.
- To ensure all complaints are handled confidentially, fairly, and promptly.
- To maintain a safe and respectful tour environment.

A participant may choose to resolve the matter on tour as per the informal resolution guidelines presented in this policy. If the matter remains unresolved, the participant should raise the issue with the WETG agent with whom they booked their trip or if booked through a travel agent, then the agent who was managing their reservations. If not satisfied with the outcome, the participant can make a formal complaint by emailing complaint@worldexpeditions.com.au and this procedure will follow.

The formal written complaint should include:

- A description of the incident.
- Names of individuals involved.
- Dates, times, and locations of the incident.
- Details of any steps already taken to resolve the complaint.
- The name of the WETG employee that the participant had contact with to arrange the travel.
- Supporting evidence.

If the participant requires assistance making the complaint, or if the participant would like to discuss the concerns informally first, they can contact WETG by phone:

Australia

World Expeditions: 1300 720 000 or +61 2 8270 8400



UTracks: 1300 303 368 or +61 2 8270 8488
World Expeditions Schools: + 61 2 8270 8400
Huma Charity Challenge: 1300 792 501 or + 61 2 8270 8400
Tasmania Expeditions: 1300 666 856 or +61 2 8270 8444
Blue Mountain Adventure Company: +61 2 4782 1271
Larapinta Trail Walk: 1300 767 381 or +61 2 8270 8440
Australia Walking Holidays: 1300 767 381 or +61 2 8270 8440
Australia Cycle Tours: 1300 114 966 or +61 2 8270 8410

Canada

World Expeditions: 1-800-567-2216
UTracks: 1-866-441-6232
Great Canadian Trails: 1-866-305-2257
World Expeditions Schools: 1-800-567-2216
Huma Challenge: 1-800-567-2216
North America Active: 1-800-567-2216

USA

Adventure Travel West: +1 303-697-6688

New Zealand

World Expeditions & UTracks: 0800 350 354 or +64 09 368 4161
Great Walks of New Zealand: 0800 496 369 or +64 09 368 4163
Adventure South: 0800 00 11 66 or +64 3 9421 222
New Zealand Trail Journeys: 0800 724 587 or +64 3 449 2150

United Kingdom

World Expeditions: +44 (0)2088755060
UTracks: +44 (0)2088755069
Walkers' Britain: +44 (0)2088755070
Packhorse Coast to Coast: ??
PackHorse Sherpa Van: From UK: 01748 826917 From Overseas: 00 44 1748 826917

Investigation

The designated internal consultant or manager will supervise the complaints process. They are responsible for collaborating with the participant and relevant WETG employees / representatives to ensure the complaint is managed in accordance with this procedure.



The person receiving the complaint will conduct a thorough and impartial investigation. Steps will include:

- Interview the complainant, respondent, and witnesses.
- Review of relevant evidence.

Timeline

WETG will strive to resolve the complaint as quickly as possible, though the timeframe may vary depending on its nature and complexity. An acknowledgement of receipt will be sent within five business days, along with an estimated timeline for the investigation. For complaints made by participants during a tour, WETG aims to reach a resolution within four business weeks.

Outcome and Action

If the complaint is deemed valid, WETG will take appropriate action based on its nature, which may include one or more of the following:

- Dismissal of the complaint if unsubstantiated.
- Disciplinary action against the respondent (such as warning, transfer, counselling, demotion, or dismissal).
- Corrective measures (such as additional training of an employee and/or a review of policy or procedures).
- Action to rectify the problem or issue.
- Change in related WETG policies and/or procedures.

Appeal

If a participant is not satisfied with the resolution, they can take their complaint to their relevant federal, state or territory consumer protection agency.

Confidentiality

WETG will handle the process and all complaint details with strict confidentiality. If WETG needs to discuss any aspects of the complaint with an external party, we will first obtain the complainant's consent.

Record-keeping



WETG will keep records of all complaints, investigations, and outcomes securely and confidentially for 07 years.

MONITORING

The Executive Management team regularly assesses the effectiveness of this Tour Participant Grievance Procedure through feedback from Tour Participants.

APPROVAL AND REVIEW

Approval	SB, CEO	06 May'25 SB
Next review	May 2027	