



COMPLAINT FORM

Should you wish to provide feedback about our services, or make a formal complaint, please complete this form and return it to our office via email info@expeditioncruisespecialists.com or post to:

The General Manager
Expedition Cruise Specialists
PO Box 7486
CAIRNS, QLD, AUSTRALIA

To check on the progress of your complaint you may telephone us on 07 4041 2101.

1. Your Details

Your Name : _____

Your Address: _____

Home : _____ Mobile : _____ Work : _____

Email : _____

Your preferred method of contact : Mail Email Telephone – Home Mobile Work

2. Details of your Complaint

- | | | |
|---|---|---|
| <input type="checkbox"/> Products or Services | <input type="checkbox"/> Contact Centre | <input type="checkbox"/> Website |
| <input type="checkbox"/> Misleading Conduct | <input type="checkbox"/> Documentation | <input type="checkbox"/> Deposit / Pre-Payment / Cancellation |
| <input type="checkbox"/> Visa / Passport | <input type="checkbox"/> Refunds | <input type="checkbox"/> Ticket / Itinerary / Transfers |
| <input type="checkbox"/> Pricing | <input type="checkbox"/> Other please specify _____ | |

Summary of Complaint

3. Other Details

Name of the person you have been dealing with about your travel service (if known) _____

Have you spoken to any of our staff about your complaint No Yes

If yes please provide details _____

4. Remedy requested No, I do not require return contact, this is for feedback purposes only

Yes _____

5. Signature and Date

Signature _____ Date _____

List of enclosed documents (if any) _____