

Swan Valley  
Lake Crackenback  
Bowral Creswick  
Hunter Valley  
Twin Waters  
Melbourne  
Lady Bay  
Palm Cove  
Busselton  
Margaret River  
Queenstown  
Coromandel Peninsula  
Gold Coast  
Hepburn Shire  
Bali  
Lake Wanaka  
Victorian High Count



## Compliments and Concerns



**ACCOR VACATION CLUB**  
MANTRA ON VIEW HOTEL, GROUND FLOOR  
22 VIEW AVENUE, SURFERS PARADISE QLD 4217

**A.P.V.C. LTD**

AS RESPONSIBLE ENTITY AND HOLDER OF AN  
AUSTRALIAN FINANCIAL SERVICES LICENCE NO: 245515

**THE ACCOR VACATION CLUB SCHEME**

AS AN AUSTRALIAN REGISTERED SCHEME NO: 094718108

# Compliments and Concerns



## COMPLIMENTS

Our staff are equipped to give you the highest standards of care and service, treating all members fairly and respectfully.

Indeed, our staff are our most valuable asset. If they have provided you with exceptional service in any way, please let us know about it so that we can further encourage them with recognition for a job well done.

## OUR CONTACT DETAILS

Telephone	1300-76-14-14 (toll free within Australia)
Fax	1300-76-17-17 (within Australia) +61 7 5593 0066 (outside of Australia)
Email	info@accorvacationclub.com.au
Business Hours	Monday to Friday 7:00am to 7:00pm (Qld) Saturdays 8:00am to 4:00pm (Qld)
Postal Address	A.P.V.C. Ltd PO Box 1747 Surfers Paradise Qld 4217

If you choose to contact us in writing (mail, email or fax), please provide as much detail as possible surrounding your experience.

## CONCERNS AND COMPLAINTS

If for any reason we have not met your expectations, we ask that you share your concerns with us so we can address your concern and continue to improve the way we do business.

We have a straightforward and simple process for you to voice your concerns and complaints.

## RESOLVING YOUR CONCERN

Your concerns will always be promptly addressed. If we cannot resolve your concern immediately, we will acknowledge it in writing confirming the concern you have raised and further steps that will be undertaken.

Be assured that our staff are specifically trained to ensure you are treated fairly, professionally and with courtesy at all times.

Our staff are required to respond to you within set timeframes. They are provided with the full cooperation and support of the company in order to achieve this.

In the unlikely event we are still investigating your concerns after 30 days, we will write to you with an explanation as to why it is taking us longer than we would prefer to resolve your concern. We will also provide you the date by which we expect to have completed our investigation.

In all instances, the outcome will be communicated to you in writing. We will advise you what we have found and the reasons for our determination.

The Club is committed to building strong and lasting relationships with our valued members. By listening to your feedback, we can try to address any concerns you may have and also continue to improve our products and services.

## OTHER IMPORTANT INFORMATION

After you have reported your concern or complaint to us, you can contact us at any time to request an update on its progress.

## TAKING IT FURTHER

We at all times want you to be satisfied with the way we deal with any concerns or complaints you may have.

We also realise, that for a number of reasons, this is not always possible. So, if your issue remains unresolved or you have not heard from us within 30 days, you can have your complaint investigated by an independent party.

This service is free to you. You can contact the independent party as follows:

### AUSTRALIAN FINANCIAL COMPLAINTS AUTHORITY (AFCA)

AFCA is the independent external complaints resolution scheme approved by the Australian Securities and Investments Commission (ASIC).

You can contact the independent body as follows:

GPO Box 3  
Melbourne  
VIC 3001

Telephone: 1800 931 678 (Australia only)  
info@afca.org.au Online: www.afca.org.au

### FINANCIAL SERVICES COMPLAINTS LIMITED (FSCL)

Members who are residents of New Zealand may alternatively refer their complaint to the Financial Services Complaints Limited (FSCL) by telephoning 0800 347 257 or emailing: info@fscl.org.nz

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MANTRA \ NOVOTEL \ MERCURE \