



WWOOF™ Australia
World Wide Opportunities on Organic Farms
wwooof.com.au +61 (0)455 023 173
34 Main Road, Colwarr, Victoria 3857 Australia

COMPLAINTS PROCEDURE

We rely heavily on feedback from all members to maintain the integrity of the WWOOF program. All complaints must be in writing, with names, membership user names and dates. We verify the identity of a WWOOFer or host making a complaint, but treat this information as confidential.

If we receive a complaint, we will contact the member about whom the complaint was made to follow up the issues raised. We will require the member to provide us with contact and membership details of other members they have hosted or visited. We will also check WWOOF messages and follow up with other contacts about their experiences.

Failure to respond will result in the member's registration being cancelled.

We are aware that many problems arise due to personality conflicts and we always take this into account when dealing with complaints. We also take into consideration the length of time a member has been in the program and the number of WWOOFers they host, or hosts they visit.

GENERAL COMPLAINTS

For complaints about unsuitable accommodation, food, inaccurate Host profiles, unreasonably long working hours etc., we will ask for details of other WWOOFers who have visited the host. We ask these WWOOFers about their experiences with the Host.

First complaint: We inform the member of the complaint, discuss the issues raised and request a reply in writing, and contact other members who have visited the host or hosted the WWOOFer for their feedback. If the complaint is verified, we will discuss changes that will need to be adopted by the member and, if appropriate, alter the member's profile for accuracy.

Second complaint: we inform the member again, discuss why this issue is still a problem and what can be done to resolve the problem, and warn the member that a third complaint will result in the membership being cancelled.

Third complaint: we will cancel the membership immediately.

SERIOUS COMPLAINTS REGARDING HEALTH AND SAFETY OR SEXUAL OR OTHER FORMS OF HARASSMENT

If we receive any serious complaint about health and safety or inappropriate behaviour, including sexual harassment, verbal or any other type of abuse, we will contact the member to inform them of the complaint and advise that their membership has been suspended pending resolution of the complaint.

The members profile will be immediately removed from the WWOOF Website. This may seem harsh; however, when there is a concern raised about health and safety or sexual harassment or abuse of any sort, we must err on the side of caution, as we have a duty of care towards our members.



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At our discretion, we will contact members who have messaged the member to ask about their experiences with the member in question. If there are no messages in the members profile, the member will be required to provide a written statement of their version of events along with details of other members they have visited or hosted. We will then contact these members and ask about their experiences with the member.

If similar concerns are raised we will cancel the member's registration immediately. If the complaint is resolved to our satisfaction, the membership will be reinstated.

If we receive a second similar complaint at any time in the future, the membership will be cancelled immediately.

NOTE: WWOOF cannot condone the breaking of State and/or Federal laws. WWOOF reserves the right to cancel a Hosts' or WWOOFers' registration immediately if we believe their actions may bring the name of the WWOOF program into disrepute.

Zero Tolerance Policy

If we receive a complaint regarding any sort of verbal or physical abuse, assault, sexual or other harassment, discrimination, or any other form of threat to health and safety, we reserve the right to immediately suspend membership pending review and possibly permanently revoke membership.