

Complaints & Dispute Resolution Procedure

How service concerns are received, investigated and resolved

Effective date: 29 September 2026

Website: <https://seetheworld.co.za>

Postal address: P O Box 615, Halfway House, 1685, Midrand, Johannesburg, Gauteng Province, South Africa

1. Our approach

A complaint is treated as service and risk evidence. It should receive a reference, responsible owner, investigation and reasoned response.

2. What to provide

Include the trip/booking reference, relevant dates, the issue, supporting evidence and the outcome you are seeking. Do not send unredacted passports or identity documents through an unapproved channel.

3. Internal process

Log the complaint; acknowledge receipt; preserve evidence; review internal and supplier records; communicate material progress; issue the outcome; record any remedy; and identify corrective action.

4. Privacy/security complaints

Privacy complaints and personal-information compromises follow the POPIA governance and incident-response process.

5. External escalation

Depending on the issue, a matter may be escalated to the relevant supplier, consumer body, tourism complaints channel, Information Regulator or other competent authority.

Authoritative references

Consumer Protection Act 68 of 2008

<https://www.gov.za/documents/consumer-protection-act>

Tourism Act 3 of 2014 and Department of Tourism legal resources

<https://www.tourism.gov.za/ResourceCentre/Pages/Legal-and-Legislation.aspx>

Information Regulator contact and complaints channels

<https://inforegulator.org.za/contact-us/>

Operational publication note: this document is maintained as part of the See The World Travel compliance framework. It should be reviewed when the business model, supplier arrangements, contact channels or applicable law materially change. It does not replace matter-specific legal advice where specialist advice is required.