

## **Complaints Procedure**

The objective of this procedure is to establish a clear action that WWOOF Portugal must take when receiving a complaint.

When receiving a complaint, we will contact the Host or WWOOFer that is accused on the complaint and after conversation with both parts we will classify it on minor complaint or major complaint.

### **WWOOFer complaint about a Host**

We classify as minor complaint all the situations that make the WWOOFer experience not so comfortable, perhaps the food, accommodations or workload are not adequate or personal disagreement between the WWOOFer and the Host. We will contact the host and offer advice to the host to ensure a better WWOOFing experience on their farm. In cases of minor complaint, we guarantee the anonymity of the WWOOFer.

The major complaints includes serious occurs, for example, hosts that don't respect the basic principles of WWOOF, a male host paying excessive attention to a female WWOOFer, etc ... In this cases, we will be in communication with the WWOOFer and the Host and we will do our best to ensure that this situation doesn't happen again.

After receiving three complaints about the same situation, the host will be banned from WWOOF and in case of extreme situations the Host membership can be suspended immediately.

### **Host complaint about a WWOOFer**

We classify as minor complaint the situations of personal disagreement between Host and WWOOFer and all the situations where the principles of WWOOF are respected but a not so comfortable atmosphere is created by the WWOOFer behaviour. We will contact the WWOOFer giving him some suggestions.

The major complaint includes disrespect for the Host or neighbours, stealing, abuse of drugs, don't following the principles of WWOOF, etc... The WWOOFer will be contacted and after one week, he/she will be banned from WWOOF in case the complaint is confirmed. In case the behaviour of the WWOOFer can be a threat for other hosts, WWOOF will send an alert to all farms with the physical description, photos and detailed explanation on what happened.

In the case of a complaint about a WWOOFer not arriving and not giving at least 7 days of prior notification of failure to an agreed visit, the offending WWOOFer may be banned from WWOOF Portugal.

WWOOF Portugal will not begin legal actions against the Hosts or WWOOFers but we will collaborate if inquired by the Police authorities providing all the information we may have about the WWOOFer or Host. This includes PayPal registration number, credit card number, bank account number, login information (inclusive IPs).

Some important information that must be present on a complaint:

- Username ;
- Did you have any previous experiences on WWOOFing? ;
- Name of the host farm and people involved in the problem;
- Was more WWOOFers on the farm? ;
- Dates;
- Detailed description on what happened.

We take complaints very seriously. Please do not feel intimidated, help us promoting a better WWOOFing experience!

### **Checklist to WWOOF Portugal**

- Check the complaint history of the “accused”;
- Contact the “accused”;
- Classify complaint into minor or major;
- Suggest actions to the “accused”;
- Report to the complainant;
- Take any action if necessary;
- Store the complaint.