



### **Complaint Management Policy:**

Any customer complaint submitted electronically or in print will be studied carefully.

If the complaint concerns a staff member, a fair way will be considered correctness of the complaint.

The hotel confirms the protection of their personal data its customers, always based on the legislation in force.

The hotel staff is trained on management policy complaint and faithfully adheres to its directives by regularly updating it.

The hotel's management and staff are fully respected and respected the rights of customers to express complaints and are bound to immediate information and satisfaction.

Customer complaints will be recorded electronically in the database of the hotel and at regular intervals will be evaluated for resolution with the aim of identifying any problematic practices to avoid duplication.

### **Complaints Submission Procedure:**

Wording of complaints from residents and visitors can be done with the following ways:

Oral during contact with any staff member from which receive a service or update the host directly.

By means of a letter or a document that the client presents or send it to the hotel or by e-mail to its address hotel.

By completing the relevant service evaluation questionnaire of the hotel, located within the rooms and which diligently the hotel's address is collected.

Additionally they are taken seriously in writing and recorded in weekly basis the observations of staff targeted at better service of the hotel.

**Time duration of complaints requests:**

In the event that a request for a complaint can not be met directly, the its investigation and the final decision will be taken within the following time limits:

Within 5 business days, the complaint will be investigated solutions are being considered to satisfy him always with relevant information customer.

Within 2 business days, the customer will be informed of his complaint received and examined.

In case of longer delay the customer is informed immediately before within 5 working days of the initial update.

Please fill in any comments or complaints.

Yours sincerely,  
From the Hotel Director.