



COMPLAINT MANAGEMENT

COMPLAINT MANAGEMENT POLICY

- Every complaint we receive will be dealt with in detail and with care.
- Treatment will be impartial both to the person making the complaint and to any member of staff to whom reference may be made.
- The protection of personal data will always be ensured, in accordance with the applicable legislation of the European Union.
- All complaints will be recorded and evaluated at regular intervals in order to identify any malfunctions and implement improvements, preventing the repetition of the same mistakes.
- Hotel staff will receive continuous training and have full access to complaint management procedures, in order to deal with them effectively.
- The management, the administration and the staff recognize the importance of making complaints and are committed to the fair and efficient resolution of any issues that may arise from the services provided.

COMPLAINT PROCEDURE

The submission of complaints or suggestions for improvement by customers, visitors or staff members can take place:

- **Verbally**, during the provision of services to residents or other interested parties.
- **Through a letter or document**, which the interested party can send directly to the hotel.
- **In writing**, during the presence of the interested party at the hotel site, where the "Complaints - Suggestions for Improvement" forms are available at designated points. Once completed, they are placed in special envelopes and deposited in the respective collection boxes.
- **By staff members**, with the process following the provisions of the "Non-Compliance / Corrective and Preventive Actions" Policy.
- **Indirectly**, through the satisfaction questionnaires sent to stakeholders, according to the "Stakeholder Satisfaction Measurement" process.

TIME TO HANDLE COMPLAINTS

If it is not possible to respond to a complaint immediately, it will be investigated according to the following time limits:

- Within 2 working days of receiving the complaint, a confirmation of receipt will be sent.
- The complaint will be examined and its investigation will be completed within 15 working days, with the final response sent to the interested party.
- In cases where more time is required for a detailed examination, a written extension will be requested. This communication will include any additional information we may need, the actions that have already been taken and those that are planned to complete the process, ensuring that the interested party is fully informed.