



Amaryllis

Paros Beach Hotel

CUSTOMER COMPLAINT MANAGEMENT		
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1. Purpose of the procedure

The purpose of this procedure is to systematize the way in which the complaints of the company's clients are dealt with, so that through the proper handling there will be satisfied clients. The company will also use the "voice" of its customers to plan and implement improvements to its systems and processes.

2. Area of application of the procedure and implementing powers

This Procedure applies throughout the duration of the cooperation of the company with its customers and for all complaints brought to the attention of the company in any way (verbal, written, etc.).

The hotel manager is responsible for maintaining, implementing or modifying this procedure.

3. Description of the procedure

3.1. A complaint is defined as: any form of observation, labeling, or suggestion that comes from the customer's part and relates to the quality, cost or agreed product and / or service delivery from the company to them.

Any kind of complaint can come from

- or through direct disclosure by the customer (s)
- or after a meeting of a business representative with the customer
- or in any other way

3.2. The company monitors, examines and attempts to satisfy effectively, **if there are** any customer complaints.

For this purpose, as soon as a complaint arises, the following procedure is followed:

- A) a discussion with the client requiring clarification regarding the problem, investigating the "merits" of the complaint.
- B) if the complaint is well founded, then the causes that created it are investigated



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- C) identifying corrective actions to eliminate (the complaint) effectively in the future,
- D) identifying the necessary preventive actions to avoid recurrence
- E) informing all stakeholders towards the full compliance with the identified preventive and corrective actions
- F) informing the customer of all the handling of the complaint and how to prevent and avoid recurrence.
- G) considering whether the same complaint affects other customer (s) in order to undertake similar actions.

The "CUSTOMER COMPLAINT MANAGEMENT FORM" is written and used for this purpose. After its completion by the person that accepts the complaint, it is kept by the Director.

4. Forms in Use

CUSTOMER COMPLAINT MANAGEMENT FORM