

COMPLAINT MANAGEMENT POLICY AND PROCEDURE



AVDOU COLLECTION

BY TREND HOTELS

Purpose and Objective

Avdou Collection aims to continuously improve the service it provides to its customers. Effective complaint management is fundamental to providing quality services and is an essential mechanism for gathering feedback from customers in order to identify weaknesses in policies and procedures. To this end, the hotel has established and developed a Complaint Management Policy and has set guidelines on how to receive and handle complaints. The implementation of this policy ensures that complaints submitted will be handled fairly and promptly, with efficiency and confidentiality.

Policy Statement

Through this policy, Avdou Collection undertakes to handle complaints promptly and fairly, ensuring that:

- The complaint will be examined thoroughly and with sensitivity.
- It will be fair to you and to any member of staff who may be mentioned in the complaint
- There will be no charge for submitting a complaint.
- Its policy will always be posted on its website, www.avdoucollection.gr
- Personal data protection as defined by the European Union and the relevant law (the Protection of Personal Data (Protection of Individuals)).
- Complaints will be recorded and analyzed at regular intervals to identify and resolve problematic procedures and practices and to avoid repeated omissions.
- Individuals mentioned in the complaint or those responsible for handling complaints will not participate in the investigation of the complaint if there is a conflict of interest.
- Hotel staff will be continuously trained and will have direct access to the complaint management policy, with the aim of always managing complaints effectively.
- The Board of Directors, Management, and hotel staff recognize your right to file a complaint and are committed to the goal of fair and effective resolution of any issues that may arise from the services offered.

Policy Review

The complaint management system included in this Policy and the internal procedures applied will be reviewed at least annually in order to continuously ensure transparency, efficiency, and the greatest possible satisfaction of the hotel's customers.

Complaint Submission Procedure

1. Who can file a complaint

Any complaint can be filed by any hotel guest.

2. The first point of contact

If you are not satisfied with any of the services we offer, your first point of contact should be the hotel reception. Our goal is to provide a solution immediately and at the first opportunity in order to ensure you have an excellent experience at our hotel, and clearly before your departure.

3. Stages of submitting a complaint

If you believe that further investigation of the matter is necessary, you should submit a formal complaint in writing (by email) to info@avdoucollection.gr so that the matter can be investigated independently.

We emphasize that all formal complaints must be sent in writing. This protects your rights and gives us the opportunity to handle all complaints fairly, discreetly, effectively, and consistently.

We would like you to:

- provide your booking details (or agency details) and contact information
- clearly describe your complaint
- be specific about the reasons for your complaint
- state your expectations regarding the resolution of the problem

4. Complaint handling time

If it is not possible to respond to your formal complaint immediately, it will be investigated within the following time frames:

- A confirmation of receipt of your complaint will be sent within two business days of receipt.
- Your complaint will be investigated within 15 business days and a response will be sent to you immediately.
- In individual cases where more time is required for a more accurate and thorough investigation, we will request an extension in writing. In the letter, we will mention, in addition to any additional information we may need, the actions we have already taken and the actions we will take to complete the investigation, so that you are fully informed. Our goal will be to send a response within 10 business days from the day we inform you that we need more time or from the day we receive any additional information we have requested from you .

5. Right to information

During the investigation of your complaint, you have every right to request information about its progress by contacting the hotel.



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