



## **COMPLAIN MANAGEMENT SYSTEM**

Ydor Hotel & Spa aims to provide exceptional customer service for its guests. We believe that to achieve our goal we have to actively listen to our guests' opinions. This is the reason why we take complain management very seriously. Our guests feedback will allow us not only to solve the problems that current guests are facing but also to avoid complains from future guests by altering our processes to accommodate to their needs.

To increase guest satisfaction and provide better customer service, we keep an anonymised record of the complains and proposed solutions offered in each case. This information is aggregated and then evaluated by the management team weekly in order to utilise it to train our staff with the goal to improve our practises.

Please note that:

- We inspect every single complain thoroughly so as to determine the root of the problem and take appropriate action.
- We comply with the legislation in force and the protect the personal date of our customers.
- We provide continuous training for our personnel on our complain management system and on how to handle complains effectively.

### **Complaints Submission Process**

We would like to ensure that your stay at Ydor Hotel & Spa is pleasant and care-free so please let us know at any complains you may have during your stay so that we can promptly act on them and resolve them.

During your stay at the hotel you can express any complain you may have to any member of staff. If that person is not able to solve the issue themselves, they will transfer it to the relevant department. The hotel's front office agent will be responsible to inform you about the solution / response to your complain the soonest the complain is examined.

In case you prefer to inform our team about your complain in written format you should submit a formal complaint via e-mail or via the contact form on our website <https://ydorhotel.com/contact-us/>.

## **Response Time for Written Complain**

1. Within 1 working day you will receive a confirmation that your complaint has been received by our team.
2. Within 5 working days, your complain will be addressed by our team and management, and you will receive a formal response. If we are unable to address the matter within this time frame and more time is required we will inform you accordingly for the delay. In the meantime, we will keep you up to date with the progress and the actions we have taken. We may also request further information if we deem that this is necessary in order to respond to your complain.

In case you have any further questions about the process of filing a complain or the complain management policy in general feel free to call us on +30 22880 22044 or e-mail us at [info@ydorhotel.com](mailto:info@ydorhotel.com) and a trained member of our team will reply to your query.

Yours sincerely,

**From the Hotel Management**



***Email: [info@ydorhotel.com](mailto:info@ydorhotel.com)***

***Tel: [0030 22880 22044](tel:00302288022044)***

***Website: <https://ydorhotel.com/>***