

CUSTOMER COMPLAINT MANAGEMENT SYSTEM:

Generally

Anavasi Hotel aims to continuously improve the services provided to its customers. Effective grievance management is a prerequisite for the provision of quality services and is an essential source of data for identifying weaknesses in policies and procedures.

Policy statement

Ascension Hotel through this policy commits that the management of complaints will be immediate and fair ensuring that:

The complaint will be studied in depth and with discretion.

There will be justice for both the applicant and any employee who may be referred.

There will be no charge for submitting and reviewing the complaint.

The protection of personal data will be respected.

Complainants or grievance redressal persons will not be involved in the investigation of the grievance if there is a conflict of interest.

The hotel staff will be continuously trained and will have and will have direct access to the grievance management policy.

The Board, the management and the staff of the hotel recognize the right to submit complaints and seek a fair and effective solution to any problems that may arise from the services offered.

The grievance management system and internal procedures applied will be reviewed at regular intervals with the aim of transparency, efficiency and the greatest possible customer satisfaction.

His policy will be posted on his website:

www.anavasihotel.gr

Complaints Procedure

1. Who complains

Any tenant of the hotel

2. Initial submission

The hotel reception is initially updated. The aim is to provide an immediate solution before the customer leaves.

3. Submission stages

If you consider that further examination of the issue is necessary, you should contact us in writing (by email) to submit a formal complaint to info@anavasihotel.gr in order to investigate the matter independently. The message should:

- Provide your booking details and contact details.
- Describe your complaint clearly.

- Be specific about the reasons for submitting it.
- State your expectations regarding the resolution of the problem.
- After receiving an answer and you are not satisfied you can contact us in writing at:

General manager
Kalamara Konstantina
Tsopela Pramanton settlement
44 001

4. Processing time

Sending a receipt of complaint within 3 working days from the date of receipt. The complaint will be investigated within 15 working days and the response will be sent immediately.

In special cases where more time is required for a thorough investigation, we will request an extension in writing. The letter will list the actions taken so far and will request possible additional information in order to finalize the answer within 10 working days from the sending of our letter.

5. Right to information

During the investigation of the complaint you can request information on the course of its development by contacting the hotel.