



# **SAMAINA INN**

## **Complaint Handling Policy**

The left side of the slide features a decorative design consisting of several vertical stripes in shades of light blue and teal, and a cluster of five teal circles of varying sizes arranged in a descending pattern from top to bottom.

## WHAT IS A COMPLAINT?

**Complaints are defined as any expression of dissatisfaction or grievance made to staff by a guest in relation to our business. This refers to any comments made through social media and or online review sites. Also suggestions for improvement are welcomed in any case.**

# POLICY GOALS

- All guest feedback is invaluable for improving our services.
- This policy has been designed to assist both customers and staff.
- Samaina Inn is committed to consistent, fair and confidential complaint handling and to resolving complaints as quickly as possible
- We treat all customers making a complaint equally.



# RECORDING COMPLAINTS

The Front Office Department organizes and initially receives all feedback .

- All complaints made verbally are recorded in our Front Desk log book with details at the time the complaint is made. Details of all communication with the customer and any actions to resolve the complaint will also be recorded in the same place
- Any complaints concerning maintenance issues are recorded in the Service & Maintenance log book and are always checked for completion.
- Virtual complaints through review sites and social media are responded to promptly online. Unfortunately a complaint made after a guest departure does not allow us the opportunity to resolve the issue for the specific guest, however the information is useful in order to avoid future issues.
- Our written guest surveys are filed according to date and are also recorded into a database used for reference and research.
- Recorded complaints are monitored for any ongoing trends by management and efforts are made to resolve any ongoing issues. Meetings among department management and general management are held monthly and when necessary during which such issues are discussed.
- Customers' personal details or details of their complaint will not be divulged to third parties unless we have their written consent.



- All guests will be treated with courtesy. Where possible, complaints will be resolved at the first point of contact.
- The front office manager will decide if the complaint needs to be delegated to another department manager in order to be resolved.
- If the complaint can't be resolved immediately, the customer will be given a timeframe, a contact person and details of our complaint handling process. Where possible, the staff member taking the complaint details will be the contact person.
- Customers will be informed of any changes to our products or services as a result of their complaint.
- Where appropriate, customers will be contacted at a later date to see if they are happy with how their complaint was handled.

## RESPONDING TO A COMPLAINT

“We aim to constantly improve and update our services so that our guests can indulge in a most memorable experience.”



# SERVICE WITH GENUINE CARE

Samaina Inn is committed to continuous improvement and this policy will be reviewed regularly for effectiveness and updated as needed.

This complaint handling policy is supported by management. We commit to providing this policy to all staff and displaying it in our business for customers.

**CONTACT US**

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