



Complaints Management Policy:

Any customer complaint submitted to Ammos Beach Seaside Luxury Suites Hotel electronically or in writing will be carefully considered.

If the complaint concerns a member of staff, the complaint will be fairly investigated to determine whether it is justified. The hotel ensures the protection of the personal data of its guests, always in accordance with the applicable legislation.

The hotel's staff is trained on the complaints management policy and adheres to the management's instructions by updating it regularly. The management and staff of the hotel fully recognise and respect the rights of the guests.

customers to express complaints and are committed to providing immediate information and satisfaction.

Complaints Procedure. Complaints from residents and visitors can be made in the following ways:

- Verbally during contact with any member of staff from whom they receive a service or by informing the host directly.
- By letter or text document which the customer presents or sends to the hotel or by e-mail to the hotel's e-mail address.
- By completing the relevant questionnaire for the evaluation of the hotel's services, which is located in the rooms and which is carefully collected by the hotel management.

Duration of time to satisfy complaints.

In the event that a complaint request cannot be satisfied immediately, the investigation and the final decision will be taken within the following time limits:

Within 3 working days, the complaint will be investigated and solutions will be considered to satisfy the complaint, always informing the customer.

Within 24 hours the customer will be informed that the complaint has been received and is being examined.

Yours sincerely,

From the Directorate.

