



## COMPLAINT PROCEDURE

What is a complaint?

A complaint is a description of your problem and all the procedures you have followed in order to resolve it before reaching the point where you no longer know how to proceed.

### POLICY GOALS ':

All guest feedback is invaluable for improving our services. This policy has been designed to assist both customers and staff. Astra Village 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.

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. Written complaints are monitored for any ongoing trends by management and efforts are made to resolve any ongoing issues. Customers' personal details or details of their complaint will not be divulged to third parties unless we have their written consent, according to the General Data Protection Regulation.

All guests will be treated with courtesy. Where possible, complaints will be resolved at the first point of contact. 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.

**SERVICE WITH GENUINE CARE!** Astra Village 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.