

**Our hotel uses a “complaints handling” procedure.**

1.You may fill the document below with the date of your stay, your personal details and your request/complain.

2.You attach it and you send it at our hotel’s e-mail.

3.Afterwards a member of our hotel will look into the issue that bothers you and discuss it with you if possible.

DATE & PERSONAL DETAILS	REQUEST/COMPLAIN	ROOT CAUSE ANALYSIS & CORRECTIVE ACTION	PROBLEM RESOLVED (WHO-WHEN)	SATISFACTION OF CLIENT AFTER RESOLVING THE REQUEST/COMPLAIN ✓ ☺ ☹ ☹
				ΣΧΟΛΙΟ:
				ΣΧΟΛΙΟ:
				ΣΧΟΛΙΟ:
				ΣΧΟΛΙΟ: