

## **COMPLAINTS MANAGEMENT POLICY AND PROCEDURE**

### **Purpose and Objective**

Ergon House aims to continuously improve the services provided to its clients. Effective complaints management is fundamental to the provision of quality services and provides a platform for obtaining feedback from its clients with the purpose of resolving disputes and reforming policies and procedures.

For this purpose, the hotel has developed and established a Complaints Management Policy, which is designed to provide guidance on the way in which the Company receives and manages complaints. The application of this policy will ensure that complaints received are dealt with fairly, promptly and in an efficient and confidential manner.

### **Policy Statement**

Ergon House through this policy is committed to effectively manage complaints promptly and fairly, ensuring that:

- Your complaints will be investigated in depth, will be handled in an efficient and effective manner and you will be treated courteously.
- We will be fair both to you and any employee for whom a complaint may refer to.
- We will not charge you for making a complaint.
- Our Complaints Management Policy will always be available on our website [house.ergonfoods.com](http://house.ergonfoods.com)
- We will always observe privacy and confidentiality of any personal data, in line with the European Union directives and the "Processing of Personal data (Protection of Individuals) Law of 2001".
- We will record and analyze complaints on a regular basis for the identification and rectification of erroneous procedures and practices as well as for the avoidance of recurring omissions.
- Any individual involved in the complaint or responsible for the management of the complaint will not participate in the investigation process should there be conflict of interest.
- Our employees will undergo continuous training on the Complaint Management Policy and will have direct access to related documentation in order to facilitate the effective handling of complaints.
- Our Board of Directors, Management and Employees acknowledge your right to file a complaint and are committed to the efficient and fair resolution of complaints or problems that may arise from the services we provide.

### **Review of the Complaints Management Policy**

The complaint management system included in this Policy and internal procedures will be reviewed periodically (at least annually) aiming to enhance the transparency, efficiency and the greatest possible satisfaction of the clients of Ergon House.

### **Complaints Procedure/Lodging a Complaint**

### **1. Who can file a complaint**

A complaint can be submitted by any guest of the hotel.

### **2. First point of contact**

Should you worry about any aspect of the services we offer, your first point of contact should be the hotel's reception. Our aim is to promptly resolve any possible issue you might have, prior to your departure, so as to ensure a perfect experience of the hotel.

### **3. Complaints procedure steps**

If you find it necessary to pursue the matter further, you should submit a formal complaint letter (by electronic mail) addressed to [house@ergonfoods.com](mailto:house@ergonfoods.com) to investigate the matter independently. We strongly recommend that you make any formal complaint in writing in order to protect your interests. This will support our objective of ensuring any complaints received are dealt with fairly, promptly, efficiently and in confidence.

#### **We expect from you:**

- To indicate information about your reservation (or tour operator) as well as your full contact details
- To describe your complaint clearly and accurately
- To be specific with respect to the reasons for which you are filing a complaint
- To mention your expectations clearly, in regards to the resolution of the issue