HOTEL **"AKTI"** KAMENA VOURLA

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**FORM E02 COMPLAINT** **ANALYSIS**

**Document Number: aktikv-0003, Revision: 1st, Date: 01/10/2017**

Approval: Panagiotis Bassanos, Director

**Complaint No**: .................... Date of complaint reception :,.............................

Name of responsible employee : .................. ....................................................

**Collection of information**

1) Interview with the hotel staff involved: (recording of events, dates, names and other information)  
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2) Customer contact : (depending on the nature of the problem and if this is feasible)

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**Analysis of information collected - Result of analysis**

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**Customer update**

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**Signature of the employee responsible :**

**Date:**

**DOCUMENT AMENDMENTS**

AMENDMENT LEVEL: DATE:

DESCRIPTION OF MODIFICATION :

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