HOTEL **"AKTI"** KAMENA VOURLA

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**COMPLAINT SUBMISSION FORM E01**

**Document Number: aktikv-0002, Revision: 1st, Date: 01/10/2017** Approval: Panagiotis Bassanos, Director

**Complaint No :** .......................... To be completed by the hotel employee

Please deliver this to the reception or drop it into the complaint box.

**CUSTOMER DATA** \*: SURNAME ......................................................... NAME ................... …………..........ROOM NO ........................... ADDRESS ............................................................ ........................... TEL .................................... E-MAIL ...........................................................

\* Form submission can also be anonymous. However, named submission will help us to immediately and more accurately record and manage the complaint. You will be informed of the analysis result within a maximum of 30 days.

**OBSERVATION AND COMPLAINT SECTOR**

Communication (Reservation) Reception ❑ Facilities Breakfast

Staff (Service, Behavior) Location Wifi Room cleanliness

Comfort Price Other, Describe: ................................................................................................................................. ................................................................................................................................. **COMPLAINT DESCRIPTION**

Please describe in detail the facts, dates and persons involved (if you know).

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**DATE** ................................. CUSTOMER SIGNATURE

**Name and signature of the employee who received the form:**

**DOCUMENT AMENDMENTS** AMENDMENT LEVEL : DATE: DESCRIPTION OF MODIFICATION: