HOTEL **"AKTI"** KAMENA VOURLA

**CUSTOMER COMPLAINTS MANAGEMENT SYSTEM**

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**1. OBJECTIVE**

The purpose of this process is to describe the methodology used to record, evaluate and analyze customer complaints.

**2. FIELD OF APPLICATION**
This process applies to any customer complaint.

**3. REFERENCE DOCUMENTS**
Communication documents from the customer.

**4. PROCESS DESCRIPTION**

**4.1. CUSTOMER SATISFACTION MONITORING**
4.1.1. Especially important for the development of the hotel is the continuous monitoring of the level of satisfaction of its customers in order to identify points that can be improved and on the other hand to achieve the best possible coverage of customer requirements.

4.1.2. At the hotel reception, there is a complaint form (document) E01, in which the customer can register his complaint himself.

4.1.3. Any customer complaint is transferred to form (document) E02, Complaint Analysis, where the management of the whole subject is described. The hotel management and the customer are informed about the actions that have been taken to solve the problem.

4.1.4. The E01 and E02 documents are regularly analyzed and evaluated by the Hotel Manager and presented and discussed in detail for review, commenting and decision making in the Annual Management Review. The objective is to investigate the level of customer satisfaction in relation to hotel services.

**4.2. COMPLAINTS**
4.2.1. A problem with the customer is raised either during the provision of services to him / her or through a complaint by him / her. If a customer complaint is received (form E01), then it is recorded on the form E02 Customer Complaints Analysis.
The handling of complaints is described below.

4.2.2. In the event of a complaint, the hotel manager and the complaint receiver evaluate the information they have received from the customer and try to locate the source of the problem (cause analysis). If necessary, depending on the nature of the problem, and if possible, they contact the customer.

4.2.3. Then, they either directly intervene with corrective actions to correct the problem and eliminate the causes that caused the customer's dissatisfaction or analyze the causes and propose precautionary measures to avoid a recurrence of the same and / or similar incidents.

4.2.4. In any case, the hotel policy is after the complaint has been analyzed or the problem has been resolved to inform the customer of the actions taken (information letter of complaint analysis, E03 form).

4.2.5. Personnel contacting customers has been given the O01 directive, the Complaint Reception Handling Directive.

4.2.6. It should be noted that complaints or comments can also be recorded on hotel search engines such as booking.com. The Hotel Management is informed and responds to its customers.

**5. RESPONSIBILITIES**
The Hotel Manager and the Reception responsible are responsible for:
  - The implementation of this process.
  - Managing customer complaints.
  - Analyzing customer complaints.
  - Confirming the effectiveness of the Corrective Actions that are taken.

**6. DOCUMENTATION**

E01 Complaint form
E02 Customer Complaint Analysis.
E03 Information letter of complaint analysis.

O01 Complaint Reception Handling Directive

**7. AMENDMENTS**

AMENDEMENT LEVEL : DATE :
DESCRIPTION OF MODIFICATION:

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