



MANAGEMENT POLICY AND COMPLAINT PROCEDURE

Purpose and Aim

3Hills Boutique Hotel has set itself the goal of continuously improving the service it provides to its customers. Effective grievance management is a prerequisite for the provision of quality services and is an essential source of data for identifying weaknesses in policies and procedures. To this end, the hotel has established and developed a Complaints Management Policy and has set guidelines on how to receive and handle complaints sent. The implementation of this policy ensures that the complaints submitted will be treated fairly and quickly with efficiency and confidentiality.

Policy Statement

3Hills Boutique Hotel through this policy undertakes that the management of complaints will be immediate and fair ensuring that:

The complaint will be studied in depth and with discretion.

- It will be fair to you and to any person in your workforce who may be referred to the grievance.
- There will be no charge for submitting the complaint.
- His policy will always be posted on his website, www.3hillsboutique.gr.
- The protection of personal data will always be observed as defined by the European Union and the relevant Law (the Personal Data Processing (Personal Protection) Law of 2001).
- Complaints will be recorded and analyzed at regular intervals to identify and resolve problematic procedures and practices and to avoid repeated omissions.
- The persons referred to in the complaint or the persons responsible for managing the complaint will not participate in the investigation of the complaint if there is a conflict of interest.
- The Hotel Staff will be continuously trained and will have direct access to the grievance management policy, always aiming at their effective management.

- The hotel's Board of Directors, management, and workforce recognize your right to file a complaint and are committed to the goal of fair and efficient resolution of problems that may arise from the services it provides.

Policy Review

The grievance management system contained in this Policy and the internal procedures applied will be reviewed at least annually to ensure the continuity of transparency, efficiency and the greatest possible satisfaction of the hotel's customers.

Complaints Procedure

1. Who can file a complaint?

Any complaint can be submitted by any tenant of the hotel.

2. The first point of contact

The first point of contact, in case you are not satisfied with any of the services we offer, should be the Reception of the hotel. Our goal is to provide a solution immediately and in the first year in order to ensure for you an excellent experience from our hotel, and clearly before your departure.

3. Complaint stages

If you consider it necessary to further examine the issue, you should contact us in writing via the contact form on the website www.3hillsboutique.gr to submit a formal complaint on "Customer Complaint" to info@3hillsboutique.gr with the aim to investigate the matter independently.

When contacting us about your complaint, please:

- Enter details of the reservation (or agency) and your contact details,
- describe your complaint clearly,
- are you specific about the reasons why you are complaining,
- state your expectations regarding the solution of the problem.

After receiving a response and you are still not satisfied with the way your complaint is handled, you can contact us in writing at:

General Manager, 3Hills Boutique Hotel, Trilofos Pieria, PC. 60100.

We emphasize that all formal complaints should be sent in writing. In this way your rights are protected and we are given the opportunity to handle all complaints fairly, discreetly, effectively and consistently.

4. Complaint processing time

If the answer to your formal complaint cannot be given immediately, it will be investigated within the following timeframes:

Sending a acknowledgment of receipt of a complaint within two working days from the date of receipt.

- Your complaint will be investigated within 15 working days and the answer will be sent to you immediately.

- In individual cases where more time is required for a more correct and thorough investigation, we will request an extension in writing. In the letter we will mention, in addition to the additional information we may need, the actions we have already taken and the actions that will be taken to complete the investigation, so that your information is complete.

Our goal will be for the reply to be sent no later than 10 working days from the day we inform you that we need more time or from the day we receive any additional information we have requested from you.

5. Right to information

During the investigation of your complaint you have every right to request information on its progress, by contacting the hotel.

The address of the hotel
3Hills Boutique Hotel