



Rouda Bay Hotel

Complaints Management Policy:

Any customer complaint submitted electronically or otherwise will be considered carefully. If the complaint concerns a member of staff, it will be dealt with fairly validity of the complaint.

The hotel guarantees the protection of personal data its customers, always based on current legislation.

The hotel staff is trained on the management policy of complaints and faithfully adheres to the management's instructions by updating regularly.

The management and staff of the hotel fully recognize and respect the rights of customers regarding the expression of complaints and are committed to their immediate information and satisfaction.

Customer complaints will be recorded electronically in the database of the hotel and at regular intervals will be evaluated in terms of resolution them, with the aim of identifying any problematic practices, so that avoid their repetition.

Complaints Procedure.

The formulation of complaints by residents and visitors can be done with the following ways:

Verbally during contact with any staff member from which they receive a service or by informing the host directly.