

# Complaints Handling Policy & Procedure

This Complaints Handling Policy & Procedure, along with our other company policies, serves as the foundation of our commitment to Organizational Social and Cultural Responsibility.

## Complaints Handling Procedure

Guests may submit complaints verbally at the Front Desk, online via our platforms, or by email to the General Manager at [gm@amsterdammanor.aw](mailto:gm@amsterdammanor.aw).

We are committed to addressing all complaints in a professional and timely manner to ensure a satisfactory resolution for all parties involved. As part of our dedication to continuous improvement, we actively seek practical and feasible ways to enhance our services. Our goal is to resolve all guest concerns while they are still on the island to ensure a positive outcome. To ensure timely responses, our dedicated team continuously monitors guest feedback on online platforms. Additionally, we maintain communication with our guests after departure, ensuring that all feedback—both positive and negative—receives a management response. All verbal complaints should be directed to and handled by the **Front Desk** for immediate resolution.

- Receipt of complaints will be acknowledged either in writing or verbally.
- Each complaint will be reviewed thoroughly to ensure full understanding of the concern.
- We will investigate the matter and keep the guest/client informed about the progress.
- Upon completing the investigation, we will provide a full response in writing or discussing the resolution verbally with the guest/client.

## Logging complaints

- In **Unifocus under Glitches**, along with the resolution.
- The **guest's reservation profile** to ensure proper follow-up and resolution tracking.

## Complaint Resolution Process

- If the guest/client is not satisfied with the initial resolution, they may submit a written complaint for further review. The complaint will be reassessed, and the complaints handling process will restart to identify a more suitable resolution.
- If the guest/client remains dissatisfied after the second resolution attempt, **management** will be consulted to help mediate the issue.
- A confidential meeting will be held where all parties present their concerns and supporting evidence. **Management** will then determine a final resolution, which will be communicated to both the guest/client and management.

General Manager



May 2026