



COMPLAINTS HANDLING POLICY & PROCEDURE

AMSTERDAM MANOR BEACH RESORT ARUBA AND MVC EAGLE BEACH RESORT ARUBA

We clearly understand that all complaints, comments, and feedback are part of the regular operations of any business. We are also aware that these are not only very valuable lessons, but also essential for continual improvement of our services. This complaints handling policy, together with our other company policies, form the foundation of our Organizational Social and Cultural Responsibility.

COMPLAINT HANDLING PROCESS

Complaints can be made verbally, online on any of our platforms, or by sending an email to our General Manager at gm@amsterdammanor.aw

It is the policy of our companies to address all complaints, in a professional and timely manner, to ensure that a satisfactory outcome is achieved for all parties concerned. As part of our commitment to continuous improvement; any practical and feasible opportunity for improving our services will be adopted. Our goal is to handle all guests' complaints while they are still on the island to ensure a satisfactory outcome.

To address all complaints in a timely manner, we have a dedicated team that monitor all guests' online feedback. We also want to maintain a relationship with our customers after their departure, therefore all comments, positive and negative is receiving a management response.

COMPLAINT HANDLING PROCEDURE

- Receipt of complaints will be acknowledged in writing or verbally.
- All complaints will be reviewed to ensure that we fully understand the concerns.
- We will investigate areas of concern and keep the guest/client up to date with the progress.
- On completion of the investigation, we will provide the guest/client with a full response in writing or will be contacted by management verbally.

LOGGING COMPLAINTS

Complaints should always be logged in:

- The Front Desk's Logbook.
- The Maintenance's Logsheet and work order in Alice.
- The guest's reservations profile.

COMPLAINT RESOLUTIONS

- When the guest/client is dissatisfied with the first complaint resolution, the guest/client can write a letter and contact us once again informing us about their dissatisfaction. We will then restart the entire complaints handling process with the intention of finding a more appropriate and satisfactory resolution to the issue. However, if the guest/client is still dissatisfied after the second resolution, we will then consult an independent panel to help us resolve the issue. A meeting will be held where evidence from all parties will be heard in confidence, and the independent panel will make a final resolution that will be communicated to both the guest/client and the resorts.

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General Manager: Alfred Kaufmann

