



## COMPLAINT HANDLING POLICY

### AMSTERDAM MANOR BEACH RESORT ARUBA

At Amsterdam Manor Beach Resort, all complaints, comments and feedback are valuable and important to us. The only way we can improve and truly be the best Resort is by receiving our client's and staff's feedback.

#### COMPLAINTS HANDLING PROCESS

Complaints about Amsterdam Manor Beach Resort can be made in writing online, social media, to the Managing Director at [management@amsterdammanor.aw](mailto:management@amsterdammanor.aw) or can be also done verbally.

It is the policy of Amsterdam Manor Beach Resort to address all complaints, in a professional and timely manner, to ensure that a satisfactory outcome is achieved for all parties concerned. Any opportunities for improving Amsterdam Manor Beach Resort's services are adopted where practical and feasible to our commitment to continuous improvement. Our goal is to handle all complaints while on the island (during guest's stay at the resort), to ensure a satisfactory outcome.

To address all complaints in a timely manner, we have a dedicated team that monitors 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.

In addition to our online surveys and reviews we also keep track of our hard copy comment cards, all comments are entered on a spreadsheet per corresponding department. In the event of a negative feedback, this will be addressed to the department head to be corrected. Our comment cards are also sent every month to Consumer Scan Canada for a monthly and yearly analysis of our services.

#### AMBR COMPLAINTS HANDLING PROCEDURE

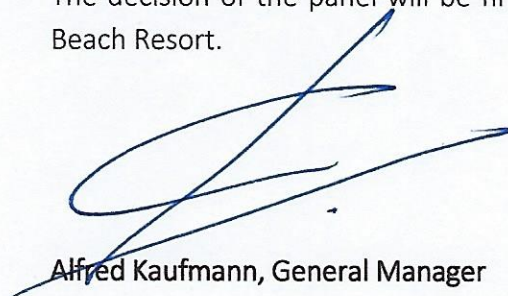
- Receipt of complaint will be acknowledged in writing or verbally.
- All complaints will be reviewed to ensure that we fully understand the concerns.
- We will investigate areas of concern and keep the guest/client up to date with progress.
- On completion of the investigation we will provide the guest/client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

**COMPLAINT LOGGED:**

- In guest's reservations profile
- Maintenance log sheet (if applicable)
- Maintenance work order in opera (if applicable) .
- In front desk logbook

When guest/client is dissatisfied with Amsterdam Manor Beach Resort's response to a complaint, guest/client can write a letter of contact us with full details and relevant supporting information should also be supplied. We will acknowledge acceptance of this and contact the guest/client to address the issue. This contact may lead to a satisfactory resolution.

If we are unable to resolve the issue we will consult an independent panel. A meeting will be held where evidence from all parties will be heard in confidence, and the independent panel will make a final decision which shall be communicated to the guest/client and Amsterdam Manor Beach Resort. The decision of the panel will be final and binding to both the guest/client and Amsterdam Manor Beach Resort.



Alfred Kaufmann, General Manager

8<sup>th</sup> January 2019