

Complaints Handling Policy & Procedure

Porto Kea Suites

Our Commitment

At Porto Kea Suites, we are committed to providing exceptional hospitality and ensuring that every guest enjoys a memorable and seamless stay.

We recognize that guest feedback, suggestions, concerns, and complaints are valuable opportunities to improve our services and enhance the overall guest experience. For this reason, we encourage our guests to share any concerns they may have and we are committed to addressing them promptly, fairly, and professionally.

We undertake that every complaint will be handled:

- With courtesy, professionalism, and impartiality.
- With discretion and complete confidentiality.
- In compliance with applicable data protection regulations, including the General Data Protection Regulation (GDPR).
- Without any cost to the guest.
- With the objective of achieving a satisfactory resolution and preventing similar issues from occurring in the future.

All complaints are recorded, reviewed, and analyzed periodically in order to identify areas for improvement and implement corrective and preventive actions where necessary.

Who May Submit a Complaint

Any guest, visitor, customer, or interested party who has used or intends to use the services of Porto Kea Suites may submit a complaint, concern, or suggestion for improvement.

How to Submit a Complaint

We strongly encourage guests to inform us of any issue during their stay, allowing us the opportunity to address and resolve the matter as quickly as possible.

Complaints may be submitted through any of the following channels:

During Your Stay

- Verbally to our Reception Team or any member of staff.
- Directly to the Duty Manager or Hotel Management.
- In writing through a complaint form available upon request.

After Your Stay

- By email to: info@portokea-suites.com
- Through the contact form available on the official Porto Kea Suites website.
- By written correspondence addressed to Hotel Management.

To assist us in investigating and resolving your complaint efficiently, we kindly ask that you provide:

- Full name
- Contact details
- Reservation number (if applicable)
- Dates of stay
- A detailed description of the issue
- Any supporting documentation or photographs
- Your preferred resolution, where applicable

Complaint Investigation Process

Upon receipt of a complaint:

1. The complaint is formally recorded in our complaints management system.
2. The nature and severity of the matter are assessed.
3. Relevant facts and information are gathered and reviewed.
4. Additional information may be requested where necessary.
5. The root cause of the issue is investigated.
6. Appropriate corrective and preventive actions are identified and implemented.
7. The guest is informed of the findings and any actions taken.

Where a complaint concerns a member of staff, the matter will be investigated fairly and objectively, ensuring that all parties are treated with respect and impartiality.

Response Timeframes

Porto Kea Suites aims to resolve concerns immediately whenever possible, particularly when raised during a guest's stay.

Where further investigation is required:

- An acknowledgment of receipt will be provided within two (2) business days.
 - A full response will normally be issued within fifteen (15) business days.
 - If additional time is required due to the complexity of the matter, the guest will be informed of the reasons for the delay and provided with an updated timeframe.
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Right to Information

Guests have the right to request updates regarding the progress of their complaint at any stage of the investigation process by contacting the hotel directly.

Continuous Improvement

Every complaint is treated as an opportunity to learn and improve.

Information gathered through our complaints management process is regularly reviewed by the Management Team to identify trends, improve operational procedures, enhance service quality, and strengthen the overall guest experience at Porto Kea Suites.

We sincerely appreciate all feedback received and thank our guests for helping us continuously improve the standards of hospitality we provide.