



Overall

CAMVILLIA RESORT aims to constantly improve the services provided to its customers. The effective management of complaints comprises an essential source of detecting weaknesses in policies and procedures.

Policy of Complaints Management

Each customer's complaint that is either submitted in written form or online, will be thoroughly and discretely handled.

In the case it involves a member of the staff, it shall be examined in terms of accuracy in a fair and just manner.

The protection of personal data is considered a given in accordance to the existing clauses.

Any individual involved shall be excluded from the investigation of the particular complaint.

We deem entirely legitimate, each customer's right to express a sincere and benevolent complaint and we are committed to immediately address it.

All complaints are recorded in a data base, so their resolution is assessed and any flawed practices are excluded.

The hotel's policy is uploaded in its site:

<https://www.camvillia.gr>

How to file for a complaint

Every complaint can be communicated as follows:

Orally, to any member of our personnel or -even better – to the hotel's reception.

Via a letter which shall be given or sent to the hotel.

Via an email.

By filling in a printed assessment questionnaire, which you will find in the room or/and at the reception.

Period of time to process a complaint

In case a matter cannot be addressed immediately, it is processed as follows:

Within 5 working days, the complaint's accuracy will be examined and the most suitable solution will be selected. During this period of time, the customer shall be updated on the process.

Should an additional period of time be needed, the customer will be informed before the 5 working days of his initial update expire.

From the management

CAMVILLIA RESORT