

# Sencillo

## **Complaints Policy & Procedure**

At Sencillo, we aim to provide excellent services to our guests. We will at all times aim to provide information that is accurate and true in print and image.

We are committed to working with organizations and individuals that share our ethos and will not work with those that do not adopt good practice.

Although we hope that our customers are completely delighted with their experiences of Sencillo, we recognize that there may be times when our customers may be less than satisfied. We will always view complaints, comments or compliments as service development influencers and as such encourage this form of guest feedback.

If a guest considers that he/she has cause for complaint concerning Sencillo, the matter should first be taken up with the on site Manager. If at this time satisfaction cannot be obtained the guest should report the complaint to our office.

Complaints should always be reported to our office within seven days of departure. This is to ensure that complaints can be investigated effectively.

Complaints will be acknowledged within five working days of receipt

Complaints will be responded to within 20 working days of receipt.

We will endeavor to resolve complaints as efficiently as possible.