

## Staff Response to Customer Complaints Procedure

### How Should Staff Respond to a Complaint?

1. **Listen and Acknowledge**

- Remain calm, professional, and empathetic. Let the customer express their concerns without interruption.
- Acknowledge the complaint by expressing understanding, apologizing, and appreciation for their feedback.

2. **Gather Information**

- Ask relevant questions to fully understand the issue.
- Take detailed notes, including the customer's name, booking reference, and any supporting details.

3. **Involve Senior Staff**

- The following members of staff need to be informed of all complaints
  - Mr Ashfaf bani Naser
  - Mr Mohammad Dabbas
  - Mr Jack Farrraj

4. **Offer Immediate Assistance**

- If the issue can be resolved on the spot, take the necessary steps to fix it.
- If an immediate resolution is not possible, explain the next steps and expected timelines.

4. **Investigate the Complaint**

- Contact relevant personnel, such as the tour guide or local representative, to gather additional information.
- Review any evidence provided, such as photos, emails, or receipts.

5. **Communicate Regularly**

- Keep the customer updated on the progress of their complaint.
- Provide clear timelines for resolution and inform them of any delays.

6. **Provide a Fair Resolution**

- Offer a suitable solution that aligns with company policy and ensures customer satisfaction.
- If compensation or an alternative arrangement is necessary, please discuss this matter with the senior staff listed in point 3.

7. **Escalate if Needed**

- If the customer is not satisfied with the resolution, escalate the complaint to Mr Jack Farrraj.

8. **Follow Up**

- Check back with the customer to ensure they are satisfied with the resolution.
- Use the feedback to improve services and prevent similar issues in the future