

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 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 Farraj
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 a Mr Jack Farraj.
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