



PANTHEON

APARTMENTS & STUDIOS

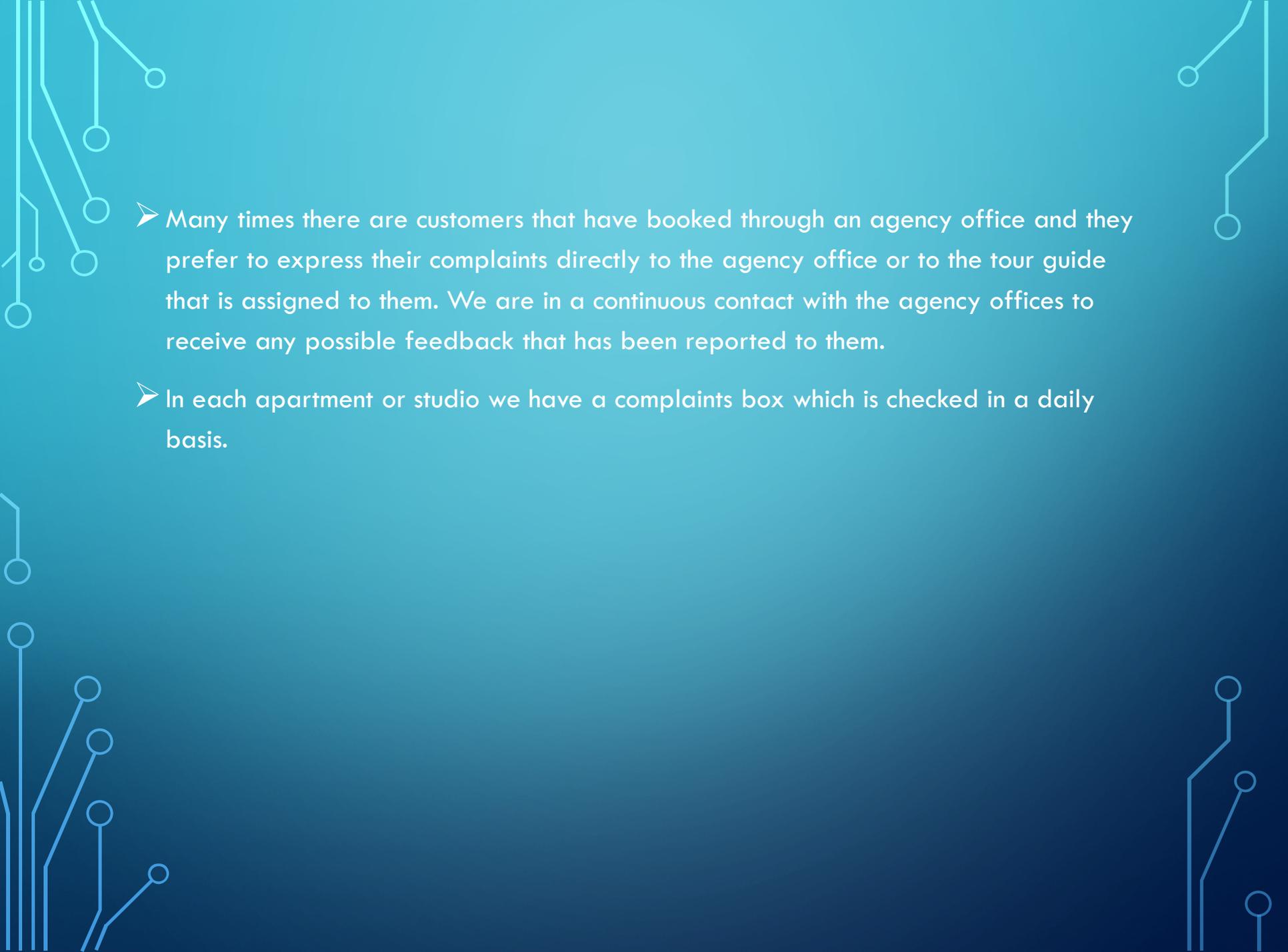
COMPLAINTS HANDLING POLICY

The background is a dark teal gradient. In the corners, there are decorative white line-art elements resembling circuit traces or data paths, with small circles at the end of the lines.

In “Pantheon”, we consider very seriously any complaint, suggestion or comment from our customers. Complaint handling is the main tool for the continuous improvement of both our services and building infrastructure.

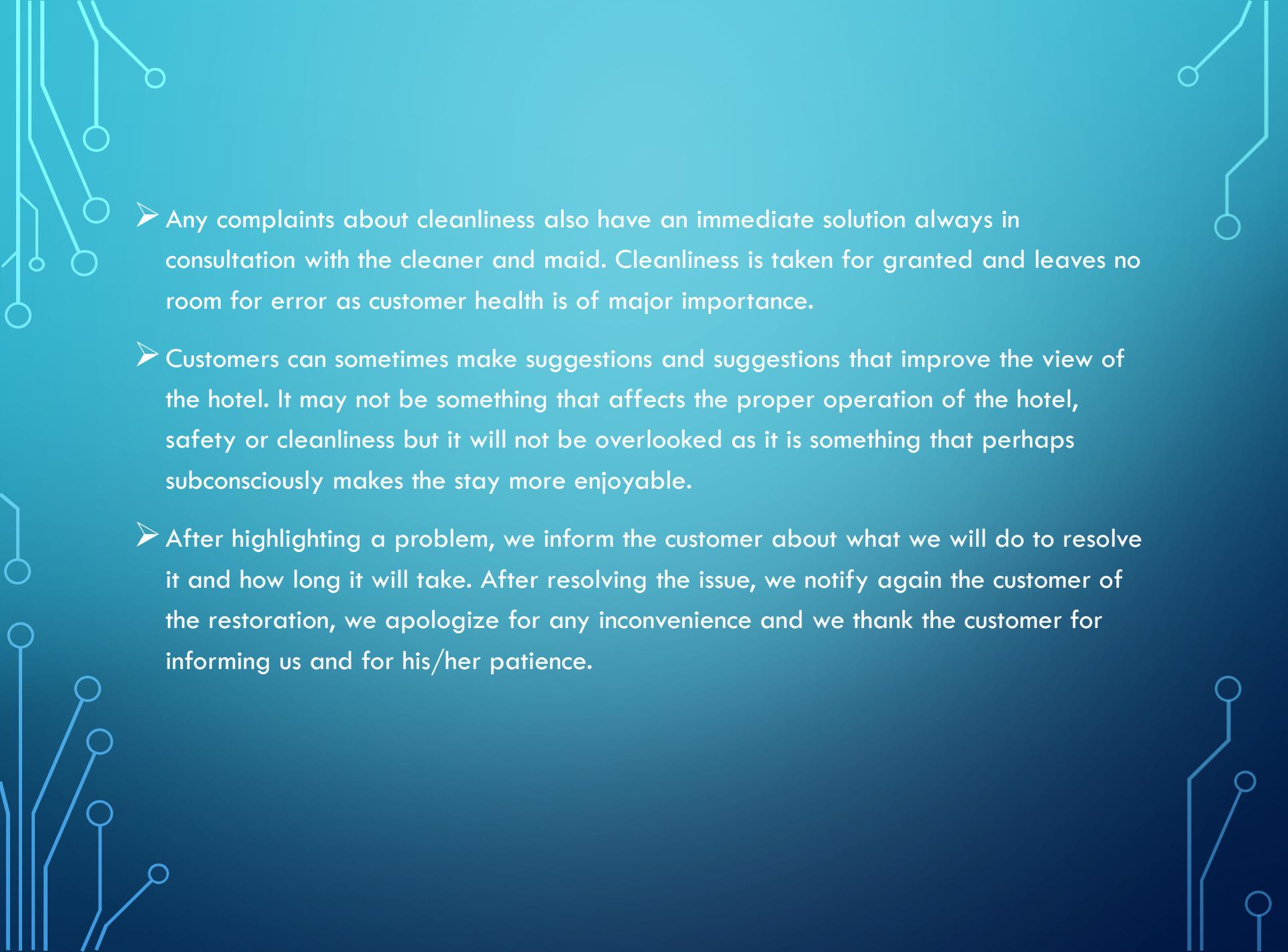
# COMPLAINT SOURCES:

- We are at our customers' disposal 24/7 for providing to them best service. This means that at any time they have the opportunity to contact us to make a complaint or to point out a malfunction. We consider as a very important topic, the personal contact with the customers for everything he / she worries about.
- The tourist accommodation evaluation sites are considered as a very good source of the overall performance of a hotel. We spend much time reading and evaluating the comments that concern our hotel. Even if the customer has left the hotel, solving the issues that he/she faced remains one of our top priorities.

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- Many times there are customers that have booked through an agency office and they prefer to express their complaints directly to the agency office or to the tour guide that is assigned to them. We are in a continuous contact with the agency offices to receive any possible feedback that has been reported to them.
  - In each apartment or studio we have a complaints box which is checked in a daily basis.

# COMPLAINTS HANDLING:

- Complaints about technical malfunctions and customer safety are always a priority. Once we receive the complaint, the resolution of the problem is immediate. In case the customer addresses the complaints to our maid, then she is obliged to transfer immediately the feedback to the reception or the hotel management in order immediate actions to be taken and the technical staff to repair the malfunction.
- As customers come from different countries with different culture and habits, sometimes they are confronted with certain situations that are that are unprecedented for them and may cause them a sense of annoyance or simply impress them negatively. In this case, we explain to the customer why this habit exists, how it has arisen and what it is intended for. It is very important to handle these complaints with courtesy and understanding as each client is not obliged to know everything about the place he/she has visited, even if some of them looks normal in Greece.

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- Any complaints about cleanliness also have an immediate solution always in consultation with the cleaner and maid. Cleanliness is taken for granted and leaves no room for error as customer health is of major importance.
  - Customers can sometimes make suggestions and suggestions that improve the view of the hotel. It may not be something that affects the proper operation of the hotel, safety or cleanliness but it will not be overlooked as it is something that perhaps subconsciously makes the stay more enjoyable.
  - After highlighting a problem, we inform the customer about what we will do to resolve it and how long it will take. After resolving the issue, we notify again the customer of the restoration, we apologize for any inconvenience and we thank the customer for informing us and for his/her patience.