



COMPLAINT HANDLING POLICY

Szatmári Hotel & Restaurant

Szatmári Hotel & Restaurant
Bestars Füred Kft.
5100 Jászberény Jászteleki út 73.
VAT: HU25399101

The document below serves as a template for describing the professional process of handling guest complaints. The organized process includes the following cornerstones: filing a complaint, evaluating the complaint, responding, and taking action.

PURPOSE OF THE COMPLAINT HANDLING POLICY

Bestars Füred Kft. (registered office: 5100 Jászberény, Jászteleki út 73., hereinafter referred to as Szatmári Hotel & Restaurant/accommodation) has developed the following policy in order to meet the complaint handling needs of its guests at a higher level and to manage them efficiently.

BASIC PRINCIPLES OF THE POLICY

Principle of fully investigating and responding to complaints:

The most important thing for the accommodation is that its guests are always satisfied with the service provided by our accommodation. Therefore, their complaints must be investigated impartially and fully, within the framework of an equal procedure, which investigation can provide us with important information. After investigating the complaint, our accommodation undertakes to provide a response that details the results of the full investigation of the complaint, the measures proposed to resolve the complaint, and the reasons for the rejection if the complaint is rejected. In addition, the complainant will be informed of the authority to which he/she can file a complaint.

SCOPE OF THE POLICY

Personal scope

The scope of this policy applies to all employees working at the accommodation who come into direct contact with guests. These employees are required to familiarize themselves with the provisions of this policy and are personally responsible for complying with them.

Scope

The scope of the policy applies to complaint handling activities related to the reporting of complaints. This policy does not apply to the handling of reports that do not qualify as complaints.

DETAILED PROVISIONS

The complaint

A complaint is any objection to the service or omission of the Szatmári Hotel & Restaurant and Restaurant, for which the complainant clearly and explicitly requests the accommodation to resolve it. We ask our guests to report their objections directly to the accommodation or to our contact details listed below.

It is not considered a complaint if the guest requests general information, opinion or position from the accommodation.

The complainant

Any person who is considered a consumer under the 1997 CLV Act on Consumer Protection, who has used the services of the accommodation, or who has visited its website, Facebook page with the intention of obtaining information, or who has viewed, read or heard any of its advertisements, may file a complaint.

How to file a complaint

- verbal complaint
- in person at our accommodation, address: 5100 Jászberény, Jászteleki út 73.
- by phone: +36 57 814 560
- written complaint
- by post (5100 Jászberény, Szabadság tér 17.)
- by email (info@hotelszatmári.hu)
- by written complaint in the customer book at the accommodation (5100 Jászberény, Szabadság tér 17.)
- Complaint handling deadlines

The accommodation will respond to written complaints within the 30 days stipulated by law. We also treat letters sent to the above contact details as written complaints. At our accommodation, we also treat written objections submitted to the customer book or in other formats as complaints.

The accommodation shall resolve verbal complaints on the spot and immediately, if possible, and if this is not possible, it shall record the verbal complaint. The minutes shall be finalized with the complainant's consent if possible and a copy shall be given to the complainant. If the latter is not possible, the minutes shall be sent at the latest at the same time as the response to the verbal complaint – at the latest on the 30th day after receipt of the complaint.

When recording the minutes, Szatmári Hotel & Restaurant and Restaurant records at least the following data:

- the name and address of the guest (complainant),
- the place, time and method of submitting the complaint,
- a detailed description of the complaint, a list of documents, records and other evidence presented by the complainant,
- a statement of the company's position on the complaint, if immediate investigation of the complaint is possible,
- the signature of the person recording the minutes and - with the exception of verbal complaints communicated by telephone or other electronic communication services - the signature of the complainant,

- the place and time of recording the minutes,
- in the case of verbal complaints communicated by telephone or other electronic communication services, the unique identification number of the complaint.

Handling of the complaint

The accommodation records all complaints, paying particular attention to the protection of personal data. The personal data requested serve only for the purpose of identification and may not serve any other data collection purpose.

The data of the guest submitting the complaint shall be processed in accordance with the provisions of Act CXII of 2011 on the Right to Informational Self-Determination and Freedom of Information.

During the complaint handling process, the following data may be requested from the guest:

- name
- address, registered office, mailing address
- telephone number
- method of notification
- service affected by the complaint
- description of the complaint, reason
- complainant's claim
- copy of the documents necessary for the investigation of the complaint
- valid authorization in the case of an authorized client
- description of any other data or circumstances that may be necessary for the investigation of the complaint.

The guest's personal data listed above are required for identification and efficient case management.

Complaint registration

The accommodation keeps records of received complaints according to uniform principles. The registration has been designed so that the date of the response can be clearly determined from it. The registration is suitable for revealing and identifying the facts that are the cause of the complaint, correcting and summarizing the revealed facts and events.

Complaint investigation

The investigation of the complaint is free of charge! The complaint is investigated taking into account all relevant circumstances. The language of the complaint is Hungarian. An employee of the accommodation facility who was aggrieved by the measure or participated in the decision may not participate in the decisions related to the complaint.

In all cases of complaints related to quality complaints, the form "Report on the consumer's quality complaints" must be filled out, regardless of whether the complaint is written or oral. The content of the report is regulated by Decree 49/2003 of the Ministry of the Interior.

Communication of the decision related to the complaint handling

The accommodation facility shall forward its substantive decision in the complaint case to the complainant, with precise, understandable and unambiguous justification, and in writing. If the document communicating the substantive decision refers to a

legal provision, in addition to indicating the place of the legal provision, its substantive provision must also be described.

If the complaint is rejected or if the 30-day statutory response deadline for investigating the complaint has not been met, the guest may contact the bodies or authorities listed below.

Administrative responsibilities related to complaint handling:

Due to the complaint handling system and processes of Szatmári Hotel & Restaurant, the following persons are authorized to deal with complaint handling in a substantive manner:

Kolos Czifra – Strategic Director
Zsuzsanna Péter – Hotel Manager

Further legal remedies for the customer

In the event of rejection of the complaint or failure to respond to the complaint within the 30-day statutory response deadline, the guest may contact the following bodies and authorities:

If the complaint handling activities of Szatmári Hotel & Restaurant were not to the satisfaction of the complainant, or if the complaint was rejected by Szatmári Hotel & Restaurant, the guest may request free proceedings of the regionally competent Arbitration Bodies.

To initiate the procedure, the customer who qualifies as a consumer may initiate the procedure at the contact details of the Conciliation Board operating under the competent county chamber of commerce of the consumer's place of residence or the place of activity of the service provider. The list of county organizations can be found at In similar cases, the consumer has the option of going to court, for example if conciliation has not brought a satisfactory result for him.

Jászberény City Clerk: Address: 5100 Jászberény, Lehel vezér tér 18.

Jász-Nagykun-Szolnok County Government Office Environmental and Nature Conservation Department: Address: 5000 Szolnok, Boldog Sándor István krt. 4.

Jász-Nagykun-Szolnok County Government Office Consumer Protection Inspectorate: Address: 5000 Szolnok, Ady Endre út 35-37.

Jász-Nagykun-Szolnok County Arbitration Board: Address: 5000 Szolnok, Verseggy park 8. If the accommodation's complaint handling activities were not to the satisfaction of the complainant, or the accommodation rejected his complaint, he may request free proceedings from the regionally competent Arbitration Boards. To initiate the procedure, the guest who qualifies as a consumer may initiate proceedings at the contact details of the Arbitration Board operating under the competent county chamber of commerce of the consumer's place of residence or the place of activity of the service provider. The list of county organizations can be found on www.bekeltetes.hu, among others. In cases like this, the consumer has the option of going to court, for example if the arbitration did not bring him a satisfactory result.

Registration of complaints

Szatmári Hotel & Restaurant records the complaints received according to uniform principles. The register is designed so that the date of the response can be clearly determined from it. The register is suitable for revealing, identifying the facts that are the cause of the complaint, correcting and summarizing the revealed facts and events.

The accommodation stores the complaints received in writing in a clearly identifiable and retrievable manner until the following deadline:

- in the case of entry in the customer book for 5 years
- in the case of electronic mail, the time, subject, and response time for 5 years
- in the case of letter for 5 years

FINAL PROVISIONS

Entry into force: 01/01/2023