MIRAGE

Chalkida City Resort

Complaints Handling Policy

At Mirage, guest satisfaction and the quality of our services are among our top priorities.
We treat every comment, suggestion, or complaint with care, respect, and discretion, aiming to respond promptly to our guests' needs and continuously improve their hospitality experience.

Submitting a Complaint

Guests can share their complaints, comments, or suggestions through the following channels:

- **In person**, by contacting the Front Desk or any member of our team.
- **In writing**, by email or by sending a letter to the hotel.
- **Through our guest satisfaction questionnaire**, available at the hotel.

Complaint Handling & Resolution

Every complaint is recorded and carefully reviewed by the Hotel Management in a fair and objective manner, with respect for all parties involved.
Our priority is to resolve any issue as quickly as possible. When an immediate resolution is not possible, the following procedure applies:

- **Within 2 working days**: We acknowledge receipt of the complaint and inform the guest that it is being reviewed.
- **Within 5 working days**: We complete our investigation and inform the guest of the proposed resolution.
- **In case of delays**: We keep the guest informed in a timely manner about the progress of their complaint.

Personal Data Protection

All complaints are handled with confidentiality and discretion, in accordance with applicable data protection legislation, including the General Data Protection Regulation (GDPR).

Our Commitment

The Management and staff of Mirage are committed to handling every complaint fairly, professionally, and effectively.
Guest feedback is systematically recorded and reviewed to help us improve our services and prevent similar issues from occurring in the future.
Your feedback is valuable to us and helps us continuously improve.

Kind regards,
Ioanna Karatziki
Hotel Manager
Mirage Chalkida City Resort