



Complaint handling policy

1. The purpose of the complaint handling policy:

For the guests of Libra Hotel (Libra Hotel Kft. headquarters: 2112 Veresegyház, Csokonai utca 2–4.), in order to better meet and effectively handle your complaint, we have developed the following policy.

2. Basic principles of the Policy:

- Principle of full investigation and response to complaints
- Principle of guest satisfaction: The most important thing for Libra Hotel is that its guests are always satisfied with the service provided by the hotel, therefore their complaints shall be investigated impartially and fully, following an equal opportunity procedure, and it must be answered as set out in the regulations.

This policy does not cover the handling of reports that do not qualify as complaints.

3. Scope of the Policy

3.1. Personal scope: This policy applies to all employees of the Libra Hotel, employees who are obliged to familiarize themselves with the provisions of this policy and are personally liable to comply with them.

3.2. Material scope: The scope of the policy covers complaint handling activities related to the reporting of complaints.

3.3. Detailed provisions

3.3.1. The complaint:

A complaint is any objection to the service or omission of any services provided by the Libra Hotel, which can be raised by the guest as a request for action of the Libra Hotel. It does not qualify as a complaint if the guest requests general information, opinion or a position statement from the Hotel.

3.3.2. The complainant:

You can be a complainant as a person qualifying as a consumer under the Act CLV of 1997 on Consumer Protection, who has used the services of Libra Hotel or is the recipient of commercial communications or offers related to hotel services.

3.3.3. Method and places of complaint:

- oral complaint: locally by personal communication or by telephone at 06-20-402-7746
- written complaint
- personally at the hotel by entering it in the guests' book
- by post: Libra Hotel Kft. 2112 Veresegyház, Csokonai utca 2–4.
- by e-mail to the info@librahotel.hu
- electronically on the 'guest complaint reporting' form on the Libra Hotel website (www.librahotel.hu/contact)

3.3.4. Complaint handling deadlines:

The hotel receptionist will immediately examine the verbal complaint and remedy it as necessary. If the complainant does not agree with the handling of the complaint, or the immediate investigation of the complaint is not possible, they must immediately record the complaint and state their position. A copy must be handed over to the guest on the spot in case of a verbal complaint made in person. A copy of the complaint and a formal response must be handed over within 30 days in case of a verbal complaint made over the phone. Libra Hotel assigns a unique identification number to a verbal complaint communicated by telephone or using an electronic communication service.

When recording the complaint, Libra Hotel records at least the following data:

- name, residential address (headquarters), mailing address of the complainant,
- the place, time and method of presenting the complaint,
- a detailed description of the complaint, and other documents presented by the complainant, list of evidence,
- Libra Hotel's statement of its position regarding the complaint, if the complaint can immediately be examined,
- the signature of the person taking the minutes and - by telephone or other electronic communication

with the exception of a verbal complaint communicated using the service - the consumer's signature,

- the place and time of taking the minutes,
- the unique identification number of the complaint in case of verbally communicated complaint by telephone or using other electronic communication services.

The following data can be requested in order to identify the customer and for efficient case management during complaint handling:

the complainant's name, address (headquarters), mailing address, telephone number, method of notification, valid authorization in the case of an authorized customer

3.3.5. Complaint handling:

Libra Hotel registers all complaints, paying particular attention to the protection of personal data. The requested personal data are used exclusively for the purpose of identification, and may not serve any other purpose of data collection.

The data of the customer who submitted the complaint must be handled in accordance with the provisions of Act CXII of 2011 on freedom of information and the right to self-determination of information.

Administrative responsibilities related to complaint handling:

According to Libra Hotel's complaint handling system and processes, persons are entitled to deal with complaint handling on merit:

- marketing manager
- receptionist,
- Hotel Manager

3.3.6. Investigation of the complaint:

The complaint is investigated taking into account all relevant circumstances.

3.3.7 Communication of the decision regarding complaint handling:

A written complaint to the Libra Hotel - if the European Union is directly applicable law act does not provide otherwise - must be addressed and substantiated in writing to answer within thirty days after its receipt and take measures to communicate it. A shorter deadline may be established by a regulation, a longer deadline may be established by law.

The position rejecting the complaint must be justified in all cases.

3.3.8. If Libra Hotel's complaint handling activities were not carried out to the complainant's satisfaction, or if Libra Hotel rejected one's complaint, one can request a free procedure of the regionally competent Conciliation Boards. To initiate the procedure, the client who is considered a customer can initiate a procedure at the contact details of the Conciliation Board operating at the competent county chamber of commerce in the place of residence of the customer or the place of activity of the obligee of the service.

The list of county organizations is available at www.bekeltetes.hu.

In the information sent to the complainant, Libra Hotel indicates the headquarters, telephone and internet contact details, and mailing address of the competent authority and the conciliation body based on the place of residence or residence of the complainant.

Libra Hotel did not make a general declaration of submission.

The complainant also has the option to go to court.

If the Libra Hotel violated the laws provided to the customer during the handling of the complaint (for example, it did not provide a timely or substantial response to the written or oral complaint, it deceived the consumer, or committed other consumer protection-related violation of the law), the consumer can contact the competent district office according to his place of residence. Contact information of district offices: <http://jarasinfo.gov.hu>

4. Registration of complaints:

Libra Hotel records the complaints received according to uniform principles. The register has been designed in such a way that the date of the response can be clearly determined from it. The register is suitable for revealing and identifying the facts that are the cause of the complaint, correcting and summarizing the revealed facts and events.

Libra Hotel is obliged to take care of a copy of the complaint (complaint record) and the response and its preservation for three years. Also must present to the inspection authorities upon their request.

4.1 The investigation of a repeated complaint made by the same customer with the same content to the previous one, answered complaint and containing no new information, as well as a customer complaint made by an unidentified person, may be omitted.

5. Final provisions:

For the handling of guest complaints, the present Regulations, CLV of 1997 on consumer protection Act, the provisions of Act V of 2013 on the Civil Code are governing.

6. Entry into force:

Starting from January 1, 2023, the present Regulations shall be applied until withdrawn.

Lipniczky Mária

CEO

Libra Hotel Kft.

