



COMPLAINTS HANDLING POLICY

At Cordis, Auckland, any complaints received against our hotel, its service providers or our guests are taken seriously and we deal with your issue thoroughly and fairly.

It is the policy of Cordis, Auckland to address all complaints, in a professional and timely manner, to ensure that a satisfactory outcome is arrived for all parties concerned, and that any opportunities for improving Hotel's services are adopted where practical as per our own commitment to continuous improvement.

Complaints about Cordis, Auckland should be made in writing to management through our website '[Contact us](#)' section or to cdakl.info@cordishotels.com

Complaints Handling Process

- Receipt of complaint will be acknowledged in writing;
- All complaints will be reviewed to ensure that we fully understand the concerns;
- We will conduct an investigation into areas of concern and keep the client up to date with progress;
- On completion of the investigation we will provide the member with a full response in writing.

This policy will be reviewed by the Managing Director no less than every three years.

Additional Information

If you have any questions about this complaints policy or dealings with Cordis, Auckland, please contact us at cdakl.info@cordishotels.com or +64 9 379 5132.