



# NKAR TRAVELS & TOURS (PVT) LIMITED

## COMPLAINTS HANDLING POLICY

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#### 1. PURPOSE

This policy outlines a structured, fair, and transparent approach to managing complaints presented to the organization. It ensures complaints are addressed professionally, promptly, and with integrity, fostering trust among guests, business partners and stakeholders. The goal is to resolve issues effectively and prevent recurrence, promoting good brand image.

##### 1.1 SCOPE:

Applicable to the relevant complainant, all employees and the accommodation providers, service providers. The policy defines the process for submitting, reviewing, and resolving complaints related to processes, conflicts, policy breaches, and other grievances. It clarifies roles and responsibilities in complaint management.

#### 2. PROCESS:

- I. When a complaint arises, the Cluster Manager or responsible team member is accountable for immediately forwarding the written complaint to the Manager - Customer Relationship Management Department.
- II. The Customer Relationship Management Department will review the complaint and ensure it is addressed in a timely and appropriate manner. (within 04 working days, however an acknowledgement to be sent to the complainer)
- III. Progress of complaint management needs to be kept informed to the complainer giving timelines at different stages

##### 2.1. General Principles

- Everyone is treated equally to be fair in judgment
- Not to consider as guilty until proved

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<b>Issue No:</b> - 01	<b>Issue Date:</b> - 01/11/2024		<b>Revision No:</b> - 00		<b>Date of Rev:</b> - N/A		
<b>Reviewed by</b>							
Chief Operating Officer	Head of Internal Audit	Head of HR & CRM	Tour Leader - Manager	Manager - Marketing	Manager- Procurement and Supplier QA	<b>Approved by:</b> - Chairman/Managing Director	



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### 2.2 Defining Criteria for Handling Complaints by the team :

(Team consists of MD, COO, Manager Customer Relationship, Cluster Manager, if required relevant GM)

- Record the complaint on the CRM system
- **Analyze the Complaint**  
Understand the content and context of the complaint thoroughly.
- **Collect Evidence**  
Gather and record all relevant facts, documents, and evidence related to the complaint.
- **Inquire with Involved Parties**  
Speak to all parties involved to get a comprehensive view of the situation.
- **Verify Statements**  
Cross-check statements provided by each party to determine the accuracy and truthfulness (if applicable).
- **Explore Resolution Options**  
Assess options for resolving the issue, including possible corrective actions or compensation.
- **Manage Expectations**  
Act swiftly to address the complainant's expectations, keeping them informed of the progress.
- **Enforce Penalties (If Applicable)**  
Issue warnings or penalties to those found at fault based on investigation findings whether it is supplier, team member or any other.
- **Coordinate with Finance for Penalties/Compensation**  
Convey any final decisions regarding penalties or compensation to the finance department for processing.
- **Implement Preventative Measures**  
Follow up with cluster managers to implement measures that prevent recurrence, policy or process changes to be updated accordingly if needed.

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- **Communicate the Outcome**

Inform the principal operator or complainant of the outcome and recovery plan of the complaint.

Record the final update on CRM System with all relevant documents related to the case and file them.

- **PR Exercise**

If required excel on PR exercise

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