

Complaint Management Policy and Procedures

1. Framework

The objective here is to define the policy and procedural methodology for processing any complaints received by Azores DMO as regards its own services as well as those submitted to DMO about the services, products or activities of its partners. This therefore applies to all the complaints received at Azores DMO whether submitted by companies, residents or visitors of destination Azores.

2. Complaint Policy Principles

Azores DMO defines as the guideline for its complaint management policy the processing of such complaints in a professional, expeditious and opportune manner. This assumes the commitment to ensure that all the complaints are analysed in a fair and equitable manner and with efforts made to ensure the obtaining of a positive result for all the parties involved in the process.

This also takes into consideration how the management of any complaint constitutes an opportunity for the implementation of improvements able to mitigate their subsequent occurrence, thus contributing towards the commitment to the continuous and sustainable improvement of destination Azores.

In this context, the following legislation in force in the Azores is applicable:

- Amendment Statement No 2/2011, of 25 January**
 Amends and republishes the Resolution of the Council of the Government No 178/2010, of 24 December.
- Resolution of the Council of the Government No 178/2010, of 24 December**
 Reinforces the defence of citizens' rights, within the scope of the provision of goods and services by the governing authorities of the Autonomous Region of the Azores and enhances a set of support procedures for the continuous improvement of service quality related processes.

3. Identification of the channels for submitting complaints

Complaints must be submitted in writing through one of the following channels:

- The form available on the DMO website ~~of~~ at the following link:
sustainable.azores.gov.pt/colabore/.
- The DMO email address (sustainableazores@azores.gov.pt).

4. Process

- Reception of the complaint** – All complaints or claims received shall be immediately directed to the DMO Coordinator; receipt is then acknowledged by sending a response email to the interested party.
- Registration of the complaint** – The DMO Coordinator, or anyone delegated with this task, shall proceed with its registration in the Complaint Control Map.

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Analysis of the complaint – The DMO Coordinator, together with other employees or services, shall analyse the complaint and may enter into contact with the interested party to clarify all of the details involved in the complaint. Based on the information collected, they shall investigate the causes and areas that led to such dissatisfaction and define the actions to be taken. Any complaint shall be processed just as soon as is possible. Any complaints will be dealt with as soon as possible and normally resolved within 15 days.

3. **Information of the decision** – The DMO Coordinator shall inform the interested party of the decision taken by email. In case the latter disagrees with the response, an appeal may be lodged through the procedure detailed in the following point.
4. **Following up the complaint** – Periodically and whenever applicable the DMO Coordinator shall follow up on the complaint with the interested party.
5. **Implementation of improvement actions** – In case the complaint leads to the need for corrective actions, the DMO Coordinator shall take all the measures necessary to their implementation.
6. **Registration, filing and analyses of the complaint data** – All the documentation associated with the complaint process shall be filed and stored digitally in a duly identified folder. All the relevant information is furthermore registered in the Complaint Control Plan. Based on this plan, the DMO shall draw up an annual report containing a global analysis of the complaints, which is then to be made publicly available via online means, through the application SUGERE (<http://www.vpgr.azores.gov.pt/Sites/livroReclamacoes/login.aspx>).

5. Appeal

In case the interested party is dissatisfied with the answer to his complaint, appeals may be made by filling in the respective form, which is sent by the DMO Coordinator to the interested party by email, who then returns the duly completed form, attaching all the information deemed relevant to support his/her point of view. After new analysis of all the information, the DMO Coordinator shall attempt, in the first instance, to settle the dispute directly with the interested party.

If dissatisfaction remains, an independent commission shall be appointed which, after analysing all of the information, shall communicate its decision both to the DMO and to the interested party; this decision is final and with no further appeal possible within the scope of this procedure.

6. Review and Approval

These procedures shall be reviewed every two years with the DMO Coordinator responsible for undertaking this review.

7. Contacts

Management Structure for the Sustainability of Tourist Destination Azores Azores Destination Management Organization (Azores DMO)

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