



# BOOK IN

*Methven*

## **Book In Methven - Complaints and Disputes Resolution Process**

### **1. Purpose**

This process is designed to provide a clear and fair approach to resolving complaints and disputes that may arise from guests or neighbours regarding our holiday homes. Our aim is to address concerns promptly, efficiently, and in a way that maintains positive relationships with both guests and the local community.

### **2. Guiding Principles**

- **Timely Response:** We are committed to responding to all complaints within 12 hours.
- **Fairness:** We approach every situation impartially, ensuring that all parties are heard.
- **Confidentiality:** Information shared in the complaints process will be kept confidential and used only for resolving the issue at hand.
- **Continuous Improvement:** Feedback and complaints help us improve our services, and we welcome all input.

### **3. Guest Complaints**

#### **Step 1: Lodging a Complaint**

If a guest experiences any issues during their stay, they can lodge a complaint by:

- **Email:** Send a detailed email to [hello@bookinmethven.co.nz](mailto:hello@bookinmethven.co.nz)
- **Phone:** Contact us directly at 021 028 38791

We ask guests to include:

- A description of the issue
- The date and time the issue occurred
- Any relevant photos or documentation
- Their preferred outcome or solution (if applicable)

#### **Step 2: Acknowledgement**

Upon receiving a complaint, we will:

- Acknowledge receipt within 12 hours
- Provide an estimated time frame for investigation and resolution



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### **Step 3: Investigation and Resolution**

- We will investigate the complaint thoroughly, liaising with any relevant parties (e.g., property owners, cleaners, maintenance staff).
- Our team will propose a solution or next steps within 24 hours of receiving the complaint.
- We will communicate the outcome to the guest, offering compensation or corrective action where necessary.

### **Step 4: Escalation**

If the guest is not satisfied with the proposed resolution, they can escalate the complaint by:

- Requesting a review of the case by the Property Manager
- Engaging in further discussion to seek a mutually acceptable solution

## **4. Neighbour Complaints**

We are committed to being respectful neighbours and addressing any concerns that arise in the local community regarding our guests. We provide direct neighbours of each Airbnb property with a letter containing our contact details, so they can reach us quickly if any issues occur.

### **Step 1: Contacting Us**

If neighbours have concerns about noise, behaviour, or any disturbance caused by our guests, they can contact us by:

- **Phone:** 021 028 38791
- **Email:** [hello@bookinmethven.co.nz](mailto:hello@bookinmethven.co.nz)

The letter we provide to neighbours includes this contact information, and we encourage neighbours to reach out to us immediately in the event of any issues.

### **Step 2: Acknowledgement and Action**

- We will acknowledge the neighbour's complaint within 12 hours of receiving it.
- We will assess the situation and, where necessary, contact the guests directly to remind them of house rules and local regulations.
- In the case of serious disturbances, we may send a staff member or agent to the property to address the situation in person.



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### **Step 3: Resolution**

- We will take appropriate action, which may include issuing a formal warning to the guests or taking steps to end their stay early if the behaviour persists.
- We will follow up with the neighbour to ensure the issue has been resolved and that no further disturbances occur.

### **Step 4: Escalation**

If a neighbour is not satisfied with the resolution, they can escalate the issue by:

- Contacting the Property Manager for further discussion
- Requesting mediation or further intervention, if necessary

### **5. Preventative Measures**

We are proactive in preventing complaints and disputes by:

- Ensuring guests are informed of all house rules prior to their stay, including noise limits, parking arrangements, and local guidelines.
- Providing a Welcome Pack in each property that clearly outlines the expectations for guest behaviour, quiet hours, and respect for neighbours.

### **6. Record Keeping**

We keep a record of all complaints and resolutions in our internal system to monitor patterns and improve service. This information is stored securely and used only for improving guest experiences and neighbourhood relations.

### **7. Continuous Improvement**

We regularly review our complaints and disputes resolution process to ensure it remains effective and responsive to the needs of both our guests and the neighbourhood. Feedback from all parties is welcome and encouraged.