



## Dealing with customer complaints

We are a member of CMPA (*Croatian Meeting Professionals Association*) and we are obliged to maintain a high standard of services to our clients by codes of conduct of these associations and our own Code of Ethics. We certainly hope that we can settle any complaints amicably; however, should this prove not to be the case, clients may refer any dispute to arbitration by CMPA. The scheme provides for a simple and inexpensive method of arbitration on documents alone with restricted liability for clients in respect of costs.

### **Complaint receiving**

Complaint must be received in writing – by email or by post:

- pošte: **Dubrovnik Team Building d.o.o turistička agencija** - [www.dubrovnikteambuilding.com](http://www.dubrovnikteambuilding.com)  
**Šipčine 22**  
**HR – 20 000 Dubrovnik**
- telefax: +385 20 436 847
- mail: [info@dubrovnikteambuilding.com](mailto:info@dubrovnikteambuilding.com)

Each complaint will be stored in electronic way. The client is informed of the complaint's receipt.

### **Complaint resolving**

Complaint will be carefully examined as soon as possible, but no later than 15 days from the date of receipt. If the complaint cannot be resolved in this period due to additional investigation, the client must be informed about it. Finally the client is informed of the complaint's result.