



RAI Hotel Services

Procedure explanation

RAI Hotel Services stands for quality. Our goal is to provide everything you need during your stay so that you return home satisfied. Sometimes things may not go as planned, however, and in such cases we welcome your feedback. You can submit your complaint or suggestion via the website. How we handle your complaint and which procedures we apply is described below.

Step 1

Once the complaint has been submitted to our system, we will contact the hotel involved within 48 hours. The situation will be discussed and the person responsible at the hotel has up to four days to respond to the complaint. Once we have received feedback from the hotel, we will inform you and offer you a suitable solution.

- ✓ If you agree, the complaint will be registered as *solved*.
- ✗ If you do not agree, we will make a second attempt to find a resolution between RAI Hotel Services and the hotel. You will then be contacted by RAI Hotel & Travel Service.

- ✓ If you agree with the new solution, the complaint will be registered as *solved*.
- ✗ If you do not agree with the new solution, the complaint will proceed to step 2.

Step 2

If you feel that the hotel has not offered a suitable solution, the complaint may be passed on to Amsterdam Marketing. [Amsterdam Marketing](#) is an independent party that will hear and evaluate the story from both sides. The organisation will deliver feedback about your complaint within a period of two weeks.

- ✓ If you agree, the complaint will be registered as *solved*.
- ✗ If you do not agree, the complaint will proceed to step 3.

Step 3

If the offered solutions are still not to your satisfaction, the complaint will be passed on to the [City Wide Convention Taskforce](#). This taskforce consist of representatives from a number of parties in Amsterdam. They will evaluate the complaint and make a binding decision (including issues such as compensation). Within this model, the City Wide Convention Taskforce is the highest possible body to evaluate your complaint. Should a specific hotel receive multiple complaints, their membership of Amsterdam Approved may be revoked.

