



Complaints Management Procedures

1. Complaints Received During the Trip in Jordan

1. **Client Reporting:**
 - Clients report the issue directly to our operations team or through the driver or guide accompanying them.
2. **Immediate Action:**
 - The operations team addresses the issue promptly to resolve it on the spot and minimize disruption to the client's experience.
3. **Documentation:**
 - The resolved complaint is documented for record-keeping and future service improvement.

2. Complaints Received After the Trip

1. **Receiving the Complaint:**
 - Complaints received through agents are logged for review.
2. **Investigation:**
 - Feedback is gathered from the involved team members (driver, guide, etc.) to understand the incident.
3. **Internal Review:**
 - A meeting is conducted to review the complaint, identify the root cause, and discuss potential solutions.
4. **Resolution:**
 - A decision is made on the appropriate action, which could include compensation, corrective measures, or service enhancements.

3. Communication with the Client/Agent

1. **Updates:**
 - The client or agent is kept informed during the complaint resolution process.
2. **Response:**
 - A formal response is provided once the complaint has been resolved.
3. **Follow-Up:**
 - The client's feedback is noted and incorporated into future improvements.