



## Complaint Procedure for Cozy Otways Accommodation

At Cozy Otways Accommodation, we are committed to ensuring that all guests have an enjoyable and peaceful stay. To maintain a comfortable and respectful environment for all, we have outlined the following complaint procedure:

### 1. Raising a Concern

If you encounter any issues during your stay, we encourage you to promptly report them to management directly and not to approach the other guests, so we can address the matter effectively.

#### How to report:

- Call Management on 1800 842 050 or text the mobile number provided with your check-in information.
- Email us at [info@cozyotwaysaccommodation.com.au](mailto:info@cozyotwaysaccommodation.com.au)

#### Information to provide:

- Your name and the cottage you are staying in.
- Details of the issue (date, time, and description).
- Any specific resolution you are seeking.

### 2. Response Timeline

We take complaints seriously and aim to resolve them swiftly:

- Complaints received during business hours (9:00 AM - 5:00 PM) will be acknowledged within 2 hours.
- For after-hours complaints, we will aim to address urgent issues promptly (e.g., noise disturbances) and acknowledge other concerns by the next business day.

### 3. Addressing Noise Disturbances

Our cottages are designed to provide a tranquil experience. To ensure this:

- **Quiet Hours:** Strictly enforced between 10:00 PM and 8:00 AM.
- **Noise Complaints:** - For any unreasonable noise disturbances, contact management first and notify them about your concern.



- **For immediate concerns** and if the noise continues after 10:00 PM, report it to the police as a noise complaint at the time it is happening.

- Repeat or unresolved noise complaints may result in the guests responsible being asked to vacate the premises without a refund.

#### **4. Guest Conduct Expectations Guests are reminded to:**

- NO PARTIES OR EVENTS are allowed during their stay.

- Partake only in quiet activities.

- Respect the comfort of other guests and neighbours by maintaining low noise levels and adhering to the rules at all times.

#### **5. Investigation and Resolution Upon receiving a complaint:**

- The Manager will investigate the matter by contacting the involved parties and assessing the situation.

##### **- If the complaint is found valid:**

- For minor breaches: A verbal or written warning will be issued.

- For serious or repeated breaches: Guests may be asked to leave immediately without a refund.

#### **6. Feedback and Follow - Up**

After a complaint has been resolved, we will follow up to ensure:

- The resolution was satisfactory.

- Steps have been taken to prevent similar issues in the future.

#### **7. Emergency Contact**

**For any serious emergency or immediate safety concerns, please call 000 and request, Police or Fire or Ambulance assistance**

***Thank you for your cooperation in ensuring a peaceful and pleasant stay at Cozy Otways Accommodation!***