



PALM CHARTERS GROUP S.A.



Palm Charters
Quality Management System
Complaint and grievance policy

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ADDRESS

Avda. Samuel Lewis, Edif. Omega 3ºB
Bella Vista, PANAMA

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E-MAIL

info@palmcharters.es



Statement

We are committed to providing a high-quality service to all our customers, as well as stakeholders involved in our delivery process. When something goes wrong, we must know about it. This will assist us in improving the service that we provide.

This policy has been designed to guide clients, employees and all other stakeholders. We are committed to consistent, fair and confidential complaint handling and to resolving complaints as quickly as possible. We aim to make it easy for clients to make a complaint if they are dissatisfied and we will treat all stakeholders making a complaint equally.

Our complaint handling policy is available to all our stakeholders on request and is published on our company website.

No provision in our Code should be interpreted as replacing any contractual requirements or specific Company policies or procedures for reporting wrongdoing.

Definition of a complaint

Complaints are defined as any expression of dissatisfaction or grievance made to employees by a client, stakeholder or member of the public in relation to our business. While complaints could be received informally, grievance is considered as a formal complaint, which could imply a breach in the contract obligations.

Recording complaints and confidentiality

Clients and other stakeholders are requested to email the company with full details of their complaint. All complaints made, verbal or written, will be recorded in our Data Base at the time the complaint is made, or as soon as possible afterwards.

When taking a verbal complaint, employees will record the name and contact details of the client/stakeholder, as well as full details of the complaint including the date. Details of all communication with the client/stakeholder and any actions to resolve the complaint will be recorded in the same place. Client/stakeholders' personal details or details of their complaint will not be divulged to third parties unless we have their written consent.

Recorded complaints will also be monitored for any ongoing trends by the quality management department and efforts made to resolve any ongoing issues.

Responding to complaints

All complaints will be acknowledged in writing within three working days of receipt. We strive to resolve all complaints within reasonable time (up to 30 days). Details of the complaint will be passed to the relevant department of the company to be investigated. Client/stakeholders

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will be informed of the progress of their complaint and provided with a written response detailing the findings of our investigation. All client/stakeholders making a complaint will be treated with courtesy.

Client/stakeholders will be informed of any changes to our services as a result of their complaint. Client/stakeholders may be contacted at a later date to see if they were satisfied with how their complaint was handled.

Escalation of complaints

If a client/stakeholder is not satisfied with the written response they should request that the complaint be escalated and passed to the senior management for review. The senior management will review the complaint and respond in writing within reasonable time (up to 30 days).

If we cannot resolve the complaint to the client/stakeholder's satisfaction, we will inform them about where they can take further action.

Meeting Liabilities

Palm Charters will ensure that it always has sufficient financial capacity in place to meet reasonably anticipated commercial liabilities for damages to any person in respect of personal injury, death or damage to property. Sufficient financial capacity is met by adequate insurance coverage, (such as by employer's liability and public liability coverage appropriately sized for the scale and scope of operations of Palm Charters).

Review of complaint and grievance handling policy

The company is committed to continuous improvement and this policy, as well as associated procedures in force, will be reviewed regularly for effectiveness and updated as necessary.



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