



Internal Complaint Procedure – Heart of India Travel

1. Purpose and Principles

The purpose of this complaint procedure is to establish a clear and structured approach for handling complaints from customers, partners, or other stakeholders. Complaints are considered an opportunity to improve the quality of our services and products.

Principles:

- Every complaint is taken seriously.
- Complaints are always handled respectfully, fairly, and in a timely manner.
- Complaints are resolved within a maximum of 4 weeks.
- Complaints and their follow-up are documented.

2. Definitions

- Complaint: any expression of dissatisfaction regarding a service, product, or employee of Heart of India Travel.
- Complainant: the person or organization submitting a complaint.
- Complaint contact person: the designated staff member responsible for registering and handling complaints.

3. Procedure

3.1 Submitting complaints

Complaints can be submitted via email or telephone:

- Email: info@heartofindiatravel.com
- Phone: +91 9650473144 | +31 647678420

Customers are informed about this possibility on the website and in the travel documents.

3.2 Receipt and registration

- Every complaint is immediately registered in the internal complaint register.
- Receipt of the complaint is confirmed to the complainant within 3 working days.

3.3 Assessment and investigation

- The complaint is investigated by the complaint contact person, or by another designated responsible person if necessary.
- Internal consultation with relevant staff, partners, or suppliers will take place to establish the facts.

3.4 Communication and resolution

- Within 2 weeks, a preliminary response with an initial assessment and possible solution is communicated to the complainant.
- The final solution or compensation, if applicable, is discussed and agreed with the complainant.
- The complaint will be closed no later than 4 weeks after receipt.

3.5 Documentation and follow-up

- All complaints are recorded with the date, nature of the complaint, parties involved, actions taken, and outcome.
- Complaints are kept for a minimum of 3 years as part of quality management.

- Complaints are analysed annually to identify structural improvements in the product offering and service level.

4. Responsibilities

- The complaint officer (owner/manager) is responsible for implementing and monitoring this policy.
- If a complaint concerns the owner directly, an independent third party (for example, a regular partner in India or the Netherlands) will be asked to handle the complaint.

5. Evaluation

This complaint procedure is evaluated annually and adjusted if necessary to comply with new Travelife requirements, legislation, or internal quality objectives.