

FEEDBACK POLICY

At Cowra Motor Inn, we really value your feedback. Following the completion of each Accommodation Experience please fill out a review. Please also feel free to drop us a line anytime and say hi stay@cowramotorinn.com.au if you have any additional feedback for us.

We prefer to be made aware of any problems or concerns you may have while you are staying with us, so we can take steps immediately to rectify the situation. You are very welcome to speak with us at any time during the stay, as instant feedback is greatly appreciated so we can ensure you have an enjoyable experience with us.

We do our utmost to provide accurate information on our website, answer all your queries and ensure you enjoy our Accommodation Experiences. Sometimes though there may be instances where you feel your accommodation, or another aspect of your Experience, did not match your initial expectations.

If you feel you have a more substantial complaint or issue that needs to be dealt with, please refer to our Complaints Handling Policy below:

COMPLAINTS HANDLING POLICY

The objective of this policy is to ensure all Cowra Motor Inn guests, team members and partners are aware of our complaint lodgement and handling process.

OUR CULTURE

Cowra Motor Inn endeavours to deliver exceptional quality curated lifestyle travel experiences. We are committed to being professional and responsive to the needs and concerns of our guests and to resolving complaint as quickly as possible. Customer feedback is welcomed as it helps us improve our service delivery to our valued guests.

OUR PRINCIPLES

- Each complaint is investigated thoroughly and efficiently, with impartiality, taking into account all information and evidence.
- Each complaint is handled confidentially.
- We take reasonable steps to actively protect your personal information, which will at all times be stored in accordance with privacy requirements.
- Any information you provide may be recorded and used to assist us in improving our products and services to future customers.
- There is no financial charge for making a complaint.

OUR PEOPLE

All complaints are handled by our Experience Officer in liaison with other partners and suppliers. Complaints are given the utmost priority.

If you have a complaint, you can direct your complaint to the Experience Officer of Cowra Motor Inn.

OUR PROCESS

- Complete any feedback form or survey that we may make available to you, or contact us direct with your complaint.
- Your complaint will be acknowledged by a Cowra Motor Inn team member within 3 business days of receiving it.
- In the process of investigating your complaint, we may request additional information from you to assist us in reaching the most equitable outcome.
- We will endeavour to provide you with a resolution within 10 business days of receipt. However if there is a delay, we will inform you of the reasons for the delay and maintain communication with you throughout our investigation.
- All communication will be in writing unless there is a mutual agreement otherwise.

RESOLUTION

If a complaint cannot be resolved to your satisfaction, we will advise you what other options you have available.

CONTACT

Email: stay@cowramotorinn.com.au

Tel: (02) 63422011

Address: 3 Macquarie St Cowra NSW 2794, Australia

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