

THE LANGHAM

LONDON

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COMPLAINTS HANDLING POLICY: CSR (Reviewed 01/25)

At The Langham, London, any complaints received against the Hotel, its colleagues, service providers or guests are taken seriously by the Management and will be investigated thoroughly in an objective and fair manner.

It is the policy of The Langham, London to address all complaints in a professional and timely manner, to ensure that a satisfactory outcome is arrived for all parties concerned, and that any opportunities for improving our services are adopted where practical as per our own commitment to continual improvement.

Complaints Handling Process

Complaints about The Langham, London should be made in writing to the Duty Manager at tlon.info@langhamhotels.com. The Duty Manager will log the complaint in the Duty Manager's log via HOTSOS and forward to the Director of Health, Safety, Security and Environment (HSSE) for investigation.

Upon receiving a complaint the Dir of HSSE will follow the below complaints handling process:

- Receipt of complaint will be acknowledged in writing;
- Review the complaint to ensure that we fully understand the concerns;
- Discuss the complaint with the Managing Director, Hotel Manager and Head of Departments at the daily manager's meeting;
- Conduct an investigation into areas of concern and keep the complainant up to date with progress;
- On completion of the investigation provide the complainant with a full response in writing.

Appeals Process

When the complainant is dissatisfied with The Langham, London's response to a complaint, a copy of our appeals procedure will also be made available. Appeals must be made in writing giving full details of the appeal, relevant supporting information should also be supplied. We will acknowledge acceptance of any appeal and contact the complainant to address the issue. This initial contact may lead to a satisfactory resolution. If we are unable to resolve the appeal we will summon an independent appeals panel. A meeting will be held where evidence from all parties will be heard in confidence, and the panel will make a final decision which shall be communicated to the appellant and The Langham, London. The decision of the appeals panel will be final and binding to both the complainant and The Langham, London. Only one appeal is allowable for each specific case.

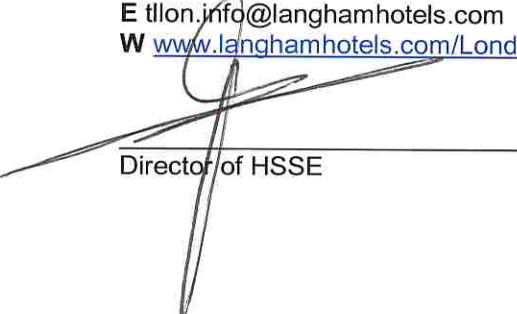
This policy will be reviewed by the Director of HSSE no less than every three years.

For any enquiries about this complaints policy or dealings with The Langham, London, please contact the Duty Manager at:

P +44 207 636 1000

E tlon.info@langhamhotels.com

W www.langhamhotels.com/London



Director of HSSE

03/01/25
Date