



## Dealing with customer complaints

We are a member of CMPA (*Croatian Meeting Professionals Association*) and we are obliged to maintain a high standard of services to our clients by codes of conduct of these associations and our own Code of Ethics. We certainly hope that we can settle any complaints amicably; however, should this prove not to be the case, clients may refer any dispute to arbitration by CMPA. The scheme provides for a simple and inexpensive method of arbitration on documents alone with restricted liability for clients in respect of costs.

### Complaint receiving

Complaint must be received in writing – by email or by post:

Buggy d.o.o – [www.buggydubrovnik.com](http://www.buggydubrovnik.com)  
Gornji Kono 56 E  
HR-20000, Dubrovnik  
Croatia  
[info@buggydubrovnik.com](mailto:info@buggydubrovnik.com)

Each complaint will be stored in electronic way. The client is informed of the complaint's receipt.

### Complaint resolving

Complaint will be carefully examined as soon as possible, but no later than 15 days from the date of receipt. If the complaint cannot be resolved in this period due to additional investigation, the client must be informed about it. Finally the client is informed of the complaint's result.

### Higher instance

If not satisfied with the outcome, the client has the right to take his complaint to CMPA (for meeting related matters):

*CMPA  
Amruseva 10  
HR-10000 Zagreb  
Croatia  
[info@cmpa.eu](mailto:info@cmpa.eu)*

They will consider the complaint totally impartially and we are bound by their decision.