

Loremi Tours Complaints Handling Procedure

1. Our Commitment

At Loremi Tours, we value your feedback. Every concern or suggestion helps us improve and deliver memorable, respectful, and sustainable travel experiences.

2. How to Raise a Complaint

You can share your concern through any of these channels:

In Person: Speak to your guide or tour leader immediately during your trip.

By Email: Send a message to info@loremitours.com with the subject line: Complaint - [Your Name / Date of Tour].

By Phone: Call 0393 000 396 to speak directly with our team.

In Writing: Drop or send a letter to:

Loremi Tours, Plot 75, Jomo Kenyatta Road, P.O Box 360336 Gulu, Uganda.

For sensitive matters, you may request a confidential discussion with a senior manager.

3. Step-by-Step Process

Step Action Timeline

1. Acknowledge We confirm receipt of your complaint via email, phone, or in person. Within 2 working days
2. Investigate Management reviews the issue and consults relevant team members. Within 7 working days
3. Resolve We communicate our findings and actions taken. Within 14 working days
4. Follow Up We check in to ensure you are satisfied with the outcome. Within 30 working days

4. Possible Outcomes

An apology and explanation
Corrective action or service improvement
Staff retraining
Refund or compensation (where appropriate)
Policy or process enhancement

5. Appeals Process

If you are not satisfied with the outcome:

- Request a review by the CEO of Loremi Tours within 14 days of the resolution.
- A written response will be provided within 10 working days.

6. Record Keeping & Learning

All complaints are securely recorded and analyzed to improve service quality, safety, and sustainability. Lessons learned inform our team training and policies.

7. Our Promise

We handle every complaint with respect, confidentiality, and fairness.

Your feedback strengthens our mission of sustainable, community-centered tourism in Acholi.