



## Complaint Procedure Mrs. Lake Weddings

Mrs. Lake Weddings is committed to providing clients with high-quality services. It is important to us that you are satisfied with our services. Nevertheless, things can go wrong or go differently than you expected. This may give rise to a complaint.

To prevent complaints, there will always be an evaluation meeting a few days after the wedding about the way the service was provided.

Complaints may include the execution of the agreed service, the administrative organization, communication, costs, etc. It is important to let us know what you are not satisfied with. In this way, we can work with you to find a solution and prevent a repetition of complaints. Moreover, in this way, we can also improve the quality of our service in areas where that appears necessary. In all cases, your complaint will be handled confidentially.

Complaints should, if possible, be reported immediately at the time the complaint is made so that the complaint can be solved immediately.

A complaint should be made as soon as possible after discovery and no later than 2 (two) weeks after the wedding.

For less serious complaints, please consider making them known to us by phone first to see if a solution can be found that way. For serious complaints, if you do not wish to discuss the complaint verbally or if the consultation does not produce the result you desire, you may submit a written complaint. Anonymous complaints will not be accepted, because the situation that gave rise to the complaint can then be insufficiently examined.

We strive to answer your complaint within four weeks. If we are unable to do so, you will be informed of the reason for the delay and an estimate will be given of the time within which you may expect a response from us.

You can reach us at telephone number: +31 (0) 6 34 17 84 39 or by e-mail: [info@mrslake.nl](mailto:info@mrslake.nl).

Complaints and how they are handled will be registered and kept for two years.