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MEDIATION PROCEDURE OF THE FNAIM Côte d'Azur
TOURISM CHARTER:

A professional signing the charter undertakes to **acknowledge receipt** of any complaint **within 2 working days** of its reception and to **reply within the following 7 days**.

At the time of acknowledgement, he will clearly indicate the name of the person in his organization responsible for dealing with the complaint and the mediation process envisaged in the present charter.

He undertakes to inform his client of the possibility of seizing the administrative committee in the event of persisting disagreement or dissatisfaction and to give the client the email address reserved for this purpose.

The central office receives and investigates the complaints on behalf of the committee. It acknowledges reception in writing within a maximum delay of seven days. **It satisfies itself that the client has exhausted all possible means of settlement with the professional concerned.**

If the complaint concerns a member of the office, this person will withdraw in favor of the committee, which will then designate one or more of its members for the work.

The office, or the duly designated members, investigates the complaint promptly and diligently, so as to mediate between the member and his client.

The professional implicated in the complaint must provide all information demanded by the office, or by the persons duly designated by the committee, within 15 days.

In the event of non-response of the member, the file will be forwarded to the committee to be placed before the disciplinary board.

The disciplinary board will also be seized in the event of repeated refusal of a member to submit to the mediation.
