

5.4 Hotel Complaint Process

1. Each hotel complaint must be submitted via the Complaint Form (A copy of this form can be

requested from AmtrakAcctMgmrs@CLCLodging.com or accessed on All Aboard in the Service

Delivery & Operations (SD&O), Workforce Management (WFM) page, under 'Quick Links').

Forms must be completed in FULL within two days of the occurrence.

a) Hotel complaint forms should be completed with specific details including date of occurrence, room number and nature of complaint.

b) Pictures should be provided where applicable, including details relevant to the complaint.

2. Completed forms should be submitted to the email address specified on the form. Failure to

send to all listed recipients may result in process delays.

3. Once complaint forms are received, a CLC Account Manager will reach out to the hotel to

address detailed complaints within 24 hours.