

# EMPLOYEE MEMO

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## Hotel Complaint Process

In an effort to streamline the hotel complaint process amongst the Amtrak Engineering Department, an initiative is being taken to ensure that all hotel complaints are properly documented in a timely manner, so that all issues can be properly addressed.

Beginning immediately, the following must be understood:

1. Each hotel complaint must be submitted via the Formal Complaint Form. Forms must be completed in FULL within two days of the occurrence.
  - a. Generic complaints such as 'hotel is dirty' cannot be properly investigated, so be specific and provide as much detail as possible.
  - b. **A complaint form does not necessarily warrant a relocation.**
2. Provide all pictures if applicable.
3. Email completed complaint forms and pictures to all of the following:  
[TillerT@amtrak.com](mailto:TillerT@amtrak.com); [kevin.jurglewicz@amtrak.com](mailto:kevin.jurglewicz@amtrak.com); [KeefeA@amtrak.com](mailto:KeefeA@amtrak.com);  
[Aisha.Murray@amtrak.com](mailto:Aisha.Murray@amtrak.com); [updengb@amtrak.com](mailto:updengb@amtrak.com); [csopg@amtrak.com](mailto:csopg@amtrak.com);
4. Once complaint forms are received by Amtrak management, they will be submitted to Travelliance for appropriate follow up. A Travelliance Account Manager will reach out to the hotel to address detailed complaints within 24 hours.
5. If a relocation is authorized, the Groups Department ([amtrakeng@travellianceinc.com](mailto:amtrakeng@travellianceinc.com)) will reach out to the next-lowest cost hotel option according to the Hotel Approval Process.

**A complaint form does not provide authorization for immediate relocation.**

These factors will determine removal of hotel:

- Number of similar complaints
- Frequency of complaints
- Severity of complaints
- Hotel response to complaints