

Dear Middelpunt visitor,

Thank you for choosing Middelpunt. We hope that you have enjoyed a pleasant stay and that our service met or exceeded all your expectations. Because we put the priority on customer service, we are curious about your stay. We can learn a great deal from your experience and make our services even more customer-friendly as a result. Would you mind telling us how you found your stay at Middelpunt?

Online assessment

Were you satisfied or pleasantly surprised? Then please recommend us by providing a positive review online and on social media, e.g. on the [Middelpunt Facebook page](#) or [Tripadvisor](#).

Concrete suggestions or a formal complaint?

If you were not satisfied with your stay, we would like to hear from you. Tips, suggestions and complaints can provide us with the information we need to adjust and improve our service.

You can pass on complaints and suggestions by phone or via email.

- by phone on T **+32 (0)59 30 70 70** (reception) or Mob **+32 (0)497 46 04 44** (manager)
- via the contact form on the [Middelpunt website](#) or by email to info@middelpunt.be with clear reference to your name and contact details
- by letter addressed to

Zorghotel Middelpunt
Attn. the management team
Westendelaan 37
B – 8430 Middelkerke

A complaint can often be resolved quickly over the phone by means of an acceptable compromise for both parties. Would you like to submit a formal complaint or let us know about your interaction with a Middelpunt employee? Then you are advised to submit a complaint in writing.

And then?

For every written complaint (letter or email), you can expect a written confirmation within 5 working days. We will then send you a full response within 2 weeks of sending your question/complaint.

Not satisfied with the way your complaint or report has been handled? You can go to:

- The travel dispute commission (booking via travel agent/travel organisation).
- The consumer ombudsman (booking directly with the hotel)

Thanks for taking the time to complete the form and we hope to see you again soon at Middelpunt.

Looking forward to reading your feedback,
The Middelpunt team

