



COMPLAINT POLICY SUNSET RESTAURANT

2026

At Sunset Cozumel, we are committed to providing you with the best possible experience. If something does not meet your expectations or you are dissatisfied with any aspect of our service, we want to hear from you so that we can address the issue as quickly as possible.

1. How can you submit a complaint or claim?

We offer the following contact options:

- Email: restaurant@sunsetcozumel.com
- Phone: +52 987 871 7681
- Website: <https://sunsetcozumel.com/contact/>

2. What information do we need from you?

To help us investigate and resolve your concern efficiently, when a situation occurs please notify the staff or the manager. If it is not possible give immediate solution, please contact us and provide:

- Full name.
- Contact information.
- Details of the transaction or visit (receipt/ticket number, date of service, staff member who assisted you, etc.).
- A clear description of what occurred.
- Photos, videos, or any supporting evidence you may have (if available).

3. Our Complaint Resolution Process

Step 1: We receive your complaint

We will acknowledge receipt of your complaint within 24 hours and send you a confirmation message.

Step 2: We investigate the issue

We will review the situation with the staff involved and, when necessary, consult security camera footage and other relevant information.

Step 3: We provide a response



If corrective action is required, we will provide a resolution within no more than five (5) business days. If compensation is deemed appropriate, we will communicate the details within the same timeframe.

4. Continuous Improvement

Our guests are the heart of everything we do. While we recognize that no organization is perfect, we are committed to continuously improving our services and welcome any claims, suggestions, and feedback with a positive and constructive attitude.

Our goal is to ensure that the issue or concern you experienced is not repeated during future visits. We sincerely appreciate the opportunity to improve and will always be pleased to welcome you back to Sunset Cozumel.

Thank you for helping us provide a better experience for all our guests.

Sincerely

Your Friends from

Sunset Cozumel