

May 6, 2011

Your Excellency
Buitenrustweg 2,
2517 KD The Hague,
Netherlands

Subject: Compliant of Visa Services Agency

We are the reputed & recognized travel agent in Den Haag. By way of this representation we would like to invite your kind attention to the various problems faced by us while dealing with the Global Visa Service at Laan van Meerdervoort 51, 2517 AE The Hague, Netherlands and request your kind intervention for the redressal of our grievances.

1. No timely delivery of Visa:

Every time there is a delay in visa processing. Each time we have been asked to apply for URGENT Visa which shows the money oriented structure of the organization. A person name Mr. Saurav who delivers & collect passport from embassy does not know how to behave as when asked reply rudely that he do quiet a lots of work than usual. Looks like people here are working under pressure which is why they don't behave normal or calmly.

2. Rude Behavior of staff:

Office staff is not customer oriented. No information or curtsy shown to reply softly on inquiry about documentation or collection of passport if in case there is some delay. In an incident the visa deliver was delayed from Visa Services and a lady came from far away place want to collect the visa on same day but was asked not to wait at the lobby, then why they have kept chairs if nobody can sit or wait.

3. Non answering of Telephone Calls and e- mails.

The employees of the global visa service are reluctant to answer telephone calls or e mails which are causing undue hardship to persons residing in far away places. They are compelled to travel.

4. Use of two names while processing the documents & invoice.

We submit the documents on the name of Global Visa Services & Invoice given on the name of VisaVia.

The indifferent attitude of our visa services people would generate a feeling in the mind of the foreign nationals that this is the general behavioral pattern of the Indian people. I await your prompt response explaining both how this behavior has been allowed to continue and exactly what actions will be taken to spare others from her unprofessional and demeaning treatment.

Yours Sincerely,