



HELLENIC REPUBLIC  
MINISTRY OF CULTURE AND TOURISM  
GREEK NATIONAL TOURISM ORGANISATION  
DIRECTORATE OF INSPECTION  
COMPLAINTS AND CONSUMER PROTECTION SECTION  
TELEPHONE CENTER: 1572

DATE : 12 August , 2016

### CUSTOMER COMPLAINT

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### COMPLAINT

DISTRICT AREA	Athens, Museum of Archeology		
COUNTY			
DISTRICT			
ISLAND			
ACCOMMODATION	HOTEL <input type="checkbox"/> NAME : Herodion Hotel, Athens ROOMS TO LET <input type="checkbox"/> NAME : CAMPING <input type="checkbox"/> NAME : OTHER <input type="checkbox"/>		
TOURIST ENTERPRISES	TOURIST AGENCY <input type="checkbox"/> RENT A CAR <input type="checkbox"/> TOURIST BUSES <input type="checkbox"/>	RENT A MOTORBIKE <input type="checkbox"/> SHIP- BROKER <input type="checkbox"/> GUIDES <input type="checkbox"/>	
OTHER COMPLAINTS	ANIMALS MALTREATMENT <input type="checkbox"/> TAXI, MEANS OF TRANSPORT <input type="checkbox"/> RESTAURANTS <input type="checkbox"/>	ARRIVAL POINTS (PORTS, AEROPORTS etc.) <input type="checkbox"/> OTHER <input type="checkbox"/>	

### DESCRIPTION OF THE COMPLAINT:

Today, 12 August 2016 I witnessed how a dog is kept on a terrace to the right of the entrance of the museum. The dog seemed malnourished, and there was no water for him even though it was 35 degrees in Athens. I ran to the museum and spoke to several of the guides who tried to dismiss my complain. Finally they said that the dog had a way to get out of the terrace. That is absolutely not true as the only way out of the terrace was padlocked. Finally one of the guides sent a security guard who found a container where they left some water for the dog. They said that it was a "security" dog. In that case the dog had nowhere to cover himself from the weather and again, I repeat, there was not even a water container for him to drink from. I leave Athens on Monday, please, please check on the status of the dog. The guides at the museum where very non-chalant about the poor animal. Please contact me if you can. Many thanks, Miguel

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