

## Guideline for fair and transparent complaint management

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## **1. Objective**

This policy defines the principles, procedures and responsibilities for transparent, fair and effective complaint management. It ensures that all parties involved – especially international applicants – can raise their concerns without disadvantage and that complaints are handled confidentially, in a structured manner and in a timely manner. Root causes are examined thoroughly to help prevent similar issues in the future.

## **2. Scope of services**

The complaint process includes all deviations, discrepancies and incidents that may occur in the context of our services at individual stages of the recruitment and integration process.

## **3. Responsibility**

It is the responsibility of the designated responsible person to ensure that deviations and complaints are properly identified, assessed and resolved. It also ensures that the causes are analysed, appropriate corrective measures are initiated, and all necessary documentation is kept in a complete and comprehensible manner.

All candidates can contact this responsible person directly at any time; the person receives the requests, analyses them and ensures that they are processed appropriately and promptly.

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## **4. Principles of complaint management**

### **4.1. Confidentiality**

All complaints will be treated confidentially. Data will only be passed on to persons who are necessary for the processing.

Anonymous complaints are possible.

### **4.2. Protection against discrimination**

Complainants do not experience any disadvantages. Partner organisations and employers are contractually obliged to provide this protection and to ensure that any complaint can be made without risk to the data subject.

### **4.3. Complaint channels**

Every applicant and all partners involved have the opportunity to submit complaints regarding the recruitment and placement process. Complaints can be submitted by e-mail or telephone to:

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#### **4.4. Multilingualism**

Complaints can be submitted in both German and English. All communication is in the language requested by the complainant.

### **5. Complaint handling process**

#### **5.1. Receipt of the complaint**

Upon receipt of a complaint, an acknowledgment will be issued within 48 hours, and the case will be processed and concluded within a maximum of three weeks.

#### **5.2. Initial assessment**

During the first examination, the following points are clarified:

- Responsibility of the processing body
- Assessment of urgency
- Deciding whether immediate action is needed

#### **5.3. Investigation**

All relevant information is obtained to clarify the facts:

- Conversations with involved or affected persons
- Review of documents, processes and internal information
- Involvement of partner organisations or external bodies if necessary

#### **5.4. Decision & Measures**

After completion of the investigation, a written decision with reasons will be issued. Possible measures include:

- Adaptation or optimization of a process
- Exchange or clarification with a partner organization
- Sanctions for violations, up to and including termination of cooperation

#### **5.5. Feedback to the complainant**

The complainant receives:

- Clear and understandable feedback in the desired language
- An explanation of the measures taken

#### **5.6. Conclusion & Documentation**

Once the procedure has been completed, the following will take place:

- Full documentation
- Storage in accordance with applicable data protection guidelines
- Annual evaluation of all complaints received

## **6. Prevention & continuous improvement**

### **6.1. Analysis of complaint data**

To strengthen quality and collaboration, complaints are reviewed annually, including with regard to the following aspects:

- Origin of the complaint
- Affected partner organisations
- Recurring patterns or structural problems

### **6.2. Measures to improve**

Based on the analysis results, the following steps can be initiated:

- Adaptation and optimization of internal processes
- Training for employees and partner organisations
- Updating information and training materials
- Exchange with partners on identified improvement measures