

THE RECRUITMED COMPLAINT MANAGEMENT

The following concept describes the complaint process for customers and candidates. This is structured as follows:

1. Notification, 2. Acknowledgement, 3. Processing, 4. Result.

1. Notification

Candidates

Complaints may be filed at any time by any candidate who is in a current placement process. All candidates will be notified of our complaint management process at the beginning of the placement process.

Customers

Customers will be informed of this procedure in the joint framework agreement.

+ Complaints be addressed to:

info@recruitmed.com or by mail to:

RecruitMed GmbH & Co. KG, Feldgärtenstr. 133, 50735 Cologne, Germany.

2. Acknowledgement

Upon receipt of the complaint, the sending person will be notified by RecruitMed that the complaint has been received. In the case of invalid or non-conforming complaints, the reporting person will be informed in a timely manner. In addition, RecruitMed will explain why the complaint is invalid. If the complaint is valid, RecruitMed will acknowledge receipt and announce prompt action.

3. Handling

Complaints are reviewed internally and relevant procedures to the root cause of the problem are determined to ensure a resolution approach. If additional information is needed, the processing team will contact the sender and request the missing information.

4. Result

Our aim is to use the complaints to optimize the processes in the long term.

Once the processes have been adjusted accordingly, the complaint is closed. After the complaint has been filed, the complainant* will be informed about the new process. RecruitMed has the claim to constantly improve and is therefore grateful for any criticism. Neither findings nor reported cases will be published.