

Guideline Complaint Process Medical Bridge Germany (MBG)

Status 11/2021

Preamble:

MBG is committed to high quality in processes and services. Our basic claim is that participants and medical facilities use our service with a high level of satisfaction.

However, the immigration of qualified professionals is also a very diverse and dynamic process that must sometimes be highly individualized, because every person and every facility is different.

Despite our aspirations, our partners or participants may have cause for dissatisfaction or complaint. We see every voiced complaint as an opportunity to improve ourselves and our processes. Therefore, we ask all participants to actively express their dissatisfaction. Of course, the normal contact persons and participant supervisors are available for this purpose and also look forward to critical feedback. Independently of this, MBG installs a process for dealing with complaints with this guideline.

1. definition complaint

For a better understanding, a definition of the term is given first. At the same time, however, all partners are free to use the process for concerns or statements that go beyond this, as long as they consider this to be justified.

Definition according to Kuratorium Deutsche Altershilfe (KDA):

A complaint is a statement of inadequacies or concerns by affected persons or their representatives regarding your rights, freedoms or other entitlements, based on contractual terms, agreements, practices or a general understanding of fairness. It is a reference to social and labor consequences and risks that may become impacts. Complaints can be communicated by the affected individual or through representatives such as organizations.

2. complaint receipt:

Any participant or medical facility can voice their concern with the subject complaint:

Mail: info@medicalbridge-germany.com

Fax: 0231-39810619

Mail: An der Palmweide 55, 44227 Dortmund

3. goal of the complaint process

The goal of processing any complaint should be to resolve the complainant's concern to his or her satisfaction, unless legal or other necessary regulations prevent this. The complainant should feel that his or her concerns are being taken seriously. If the process results in approaches for process improvements, these are to be suggested in the complaint conclusion and implemented under the leadership of the management.

4. Responsibility:

A complaint can only be used as an opportunity if it is not handled by the person about whom the complaint is made or who is responsible for this issue. To ensure neutral handling and evaluation of complaints, MBG has installed a neutral complaints person as ombudsman. From this, the responsibility is structured as follows:

- Complaints about employees

MBG management

- Complaints about higher-level processes and the management

Ombudsman

5. processing time

For each complaint there is an acknowledgement of receipt:

Complaint by mail/fax => within 48h

Complaint by mail => within 1 week

The processing of the complaint with the first reaction to the complainant takes place within 14 days. If, due to special circumstances, longer processing is necessary, the complainant will receive an interim response with reasons.

6. handling process

After receipt of the complaint, the employee responsible for the subject or the employee about whom the complaint is made will prepare a statement on the complaint within 1 week and forward it to the responsible person, at the ombudsman cc management.

The responsible person decides on the further course of action and also documents it.

7. language of the complaint

Due to legal necessity, all written documentation will be in German. The complainant is free to draft and submit complaints in another language.

In the case of interviews, the complainant decides together with the ombudsman whether an interpreter should be present during the interview.

8. authority to issue instructions

MBG undertakes to accept decisions made by the ombudsman in the course of its business operations and to comply with the instructions unless such decision interferes with fundamental strategic directions or the substance of the company in a manner for which the management cannot be held responsible. In this case, the management will immediately contact the ombudsman and explain the reasons for a negative attitude.

Financial decisions up to 1.000€ are also accepted by MBG.

9. complaint conclusion

The complainant is free to acknowledge the results of the complaint process. If this goal is achieved, a final documentation will be made and the case will be closed.

If the result does not satisfy the complainant, but the ombudsman as the final authority does not see any further possibilities for a course of action, the complainant will be informed of this in writing.

10. Confidentiality / Protection

Based on MBG's basic attitude that every complaint represents an opportunity, MBG understands every complaint made as a constructive contribution. Therefore, neither MBG nor any of its employees will develop a negative attitude towards the complainant from the fact of a complaint; on the contrary, the company and its employees are grateful to the complainant for his or her advice and value it.

If requested by the complainant, initial inquiries will be treated confidentially, but we expressly point out that, in the interest of equal treatment, each employee concerned must also be given the opportunity to present his or her point of view. For this reason, an employee about whom a complaint is made is always included, but also required to show appreciation. Of course, this only applies insofar as there are no legal or penal concerns that speak against involving the employee.

11. Communication of the Complaint Guidelines

This guideline will be published on MBG's homepage in its currently valid form and will also be made available to the participants in their native language in order to enable them to be aware of the options available to them.

