Description of the complaint management process at Human Ease GmbH

1. Aim and purpose

The procedure serves to systematically and transparently process complaints from international nursing professionals, partner institutions, and other stakeholders. The aim is to identify potential grievances at an early stage, remedy them, and ensure continuous improvements in recruitment and integration practices. It meets the requirements of criterion 2.3.2 of RAL-GZ 912.

2. Scope

This procedure applies to all incoming complaints relating to the recruitment, placement, preparation, and integration of international nursing professionals and other international workers by Human Ease GmbH. It covers the entire service process, including cooperation with partner agencies and employers.

3. Responsibilities

Designated complaint contact person: Central contact person for complainants throughout the entire process, management of the process.
All employees of Human Ease GmbH: Monitoring of complaint management, processing based on the process chain, documentation, and evaluation.
Management: Decisions on escalation cases and feedback on critical incidents.

4. Procedure

4.1 Receipt of complaints

Complaints can be submitted:
by email to: beschwerde@human-ease.com
by telephone: to the respective contact person
anonymously via the online form at: www.human-ease.com/beschwerde

4.2 Confirmation of receipt

Automatic confirmation of receipt for the online form and email.
Email: Personal confirmation of receipt within 3 business days by the contact person with an explanation of the further complaint process.

4.3 Processing

Review and initial assessment of the complaint by the complaint contact person.

Clarification with the complainant in case of ambiguities.
Consultation with affected partner organizations or internal departments and independent review of the allegations by employees not involved in the process.

4.4 Feedback

Feedback to the complainant within **a maximum of 3 weeks** (21 calendar days).
In writing or by telephone, depending on the communication channel.
Written feedback is provided in all cases for documentation purposes.

4.5 Documentation & evaluation

Documentation of each complaint, including process and results documentation, in the internal database.
Evaluation and presentation of the results in team meetings and derivation of improvement measures.

4.6 Protection of whistleblowers

Confidential treatment in accordance with the Whistleblower Protection Act.
No discrimination against complainants.

5. Applicable documents

- Human Ease GmbH policy statement
- Terms and conditions, agency agreements, cooperation and framework agreements
- Whistleblower Protection Act (§ 12 HinSchG)
- RAL-GZ 912, in particular criterion 2.3.2

Hessisch Oldendorf, July 1, 2025

signed Management of Human Ease GmbH