

Complaint management

The following concept paper describes the complaints management process for applicants and customers according to the respective phases of the process:

[Information](#) | [Confirmation of receipt](#) | [Processing](#) | [Process optimization](#)

1. Information

All applicants who are currently in the placement process can submit complaints at any time. At the beginning of the placement process, we inform all candidates about our complaints management procedure. Clients will be informed about the complaints management procedure as part of our joint agreement. Complaints can be directed to the following contact:

Thomas Stenger
Eschersheimer Landstraße 26
60322 Frankfurt am Main, Germany
Thomas.Stenger@apm-personal.com

2. Confirmation of receipt

Upon receipt of a complaint, we will immediately inform the sender of the receipt of the complaint. In the event of an invalid or non-compliant complaint, the complainant will be informed immediately and the reasons why the complaint is considered invalid will be explained in detail. In the case of justified complaints, we will acknowledge receipt and ensure that the complaint is dealt with swiftly.

3. Processing

Incoming complaints are carefully examined by our internal team. It applies the relevant root cause analysis procedures to find appropriate solutions. If additional information is required, our processing team will contact the sender to obtain the necessary details. The maximum time frame for processing complaints is three weeks.

4. Process optimization

apm medical strives for continuous improvement and appreciates constructive criticism. We are grateful for any feedback that helps us to optimize our processes and services. Once the processes have been adjusted, the complaint is considered closed. The complainant will be informed of the updated procedure after submitting the complaint. We do not publish the results or the reported cases in order to maintain confidentiality and comply with data protection regulations. Complaints can be addressed to the contact point mentioned. Please use the following document for this purpose: [Complaint note](#)