

## **Definition of MEDWING's complaint procedure**

This concept clarifies MEDWING's complaint procedure towards clients and candidates. The standard process is carried out in 4 steps:

1. Reporting, 2. Confirmation, 3. Handling, 4. Action.

The above processes are lived by MEDWING and are carried out with the utmost care.

### **1. Reporting**

- Who can report a complaint: Candidates in the MEDWING placement process; this document must be given to the candidate to sign and is thus actively noted. Subsequent documents repeatedly refer to the procedure. Clients who are in an active placement relationship with MEDWING - in this case, reference is already made to the procedure in the framework agreement and processes are thus explained.
- The procedure is not anonymous
- Complaints can be sent via the direct project contact persons, the International Recruitment Team ([internationalrecruiting@medwing.com](mailto:internationalrecruiting@medwing.com)) or the general e-mail of MEDWING ([info@medwing.com](mailto:info@medwing.com)). Reports can be received by phone or by mail (to MEDWING headquarters).

### **2. Confirmation**

- Upon receipt, MEDWING will inform the sender that the complaint has been received. If the complaint is invalid or not compliant, the sender will be informed in a timely manner. In addition, MEDWING will provide information as to why the complaint was invalid.
- If the complaint is valid, MEDWING confirms receipt and announces that it will process the complaint as soon as possible.

### **3. Handling**

- MEDWING evaluates the complaint internally and checks the processes and the origin of the problem.
- If additional information is required, the processing team contacts the reporting party and asks for the missing aspects.

### **4. Action**

- The goal is to adjust the processes according to the complaints
- If the processes have been adapted, the complaint has been dealt with. The person reporting the complaint must then be informed about the new process and the solution to the problem.
- MEDWING would like to improve continuously and is therefore grateful for any criticism.
- Results and reported cases will not be published
- For cases with high value, or specific issues, an ombudsperson can be included in the clarification.