

Procedure Instructions

Complaint Management



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0 Introduction

0.1 General

Complaints are valuable feedback from clients, employees and other stakeholders in an organization. They provide the opportunity to identify deficiencies, improve processes and reinforce the trust in our organization. Effective handling of complaints is thereof crucial to the long-term success and reputation of any establishment or company.

Our organization is committed to the highest standards in terms of transparency, responsibility and client satisfaction. This directive shall ensure that complaints are treated fairly, promptly and professionally, while all involved are included in the process to find a just solution.

This directive describes the process of how to record, process and resolve complaints. Our goal is to ensure that all complaints are taken seriously, appropriate measures are taken to resolve the situation, and that we continuously learn from them in order to improve our services and products.

0.2 Differentiation from the Whistleblower Directive

Eisenmann promotes a culture of free expression of opinion in which concerns about possible unlawful, unethical or socially irresponsible behavior or other irresponsible actions by the group or group members are reported early and safely. Without having to fear for retaliatory measures or other unfavorable treatments.

Reporting and handling such matters is in compliance with the requirements of the Whistleblower Protection Act (HinSchG). The implementation of this law is described in detail in the Eisenmann Whistleblower Directive.

0.3 Safe communication channels and protection against retaliatory measures

We support secure channels for sharing information both within Eisenmann and with the authorities. In addition, we effectively protect them from layoff, harassment or other forms of retaliation. We undertake to refrain from retaliatory measures against the complainant.

1 External Complaint (Clients, Suppliers, Authorities)

1.1 Communication channel for external complaints

Complaints can be communicated to the company as follows:

- Direct communication with the Eisenmann contact partner (Sales, Purchasing, Project Manger, etc.)
- anonymously to: meldestelle@eisenmann.com

Complaints within the meaning of the Whistleblower Protection Act (HinSchG):

- via the contact form at <https://digital-dsb.eu/meldestelle>
- By phone at +49 7121 7440063
- By email: meldestelle@digital-dsb.eu

1.2 Stimulation of complaints

- Regular communication of internal stakeholders (Sales, Purchasing, Finance) with their external partners (clients, Suppliers, consultants, authorities)
- Internal stakeholders (Sales, Purchasing, Finance) request feedback regarding the service rendered, ongoing communication and handling of complaints

1.3 Receiving reports

- The complaint is received by phone/mail/contact form
- The complaint is forwarded to the internal contact partner
- Receipt of the report is confirmed by mail/phone
- The complaint undergoes an initial evaluation with regard to urgency and complexity according to the evaluation criteria
- Background information is obtained through a personal interview
- The complaint is analyzed to assign it to a department / person in charge

1.4 Processing reports

- Contents and worked out possible solution approaches are reviewed by the department / person in charge
- Worked out solution approaches are evaluated
- Solution approach is validated internally according to the dual control principle
- Feedback is requested from the person reporting the complaint

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1.5 Response to reports

- Feedback regarding the processing status throughout the overall processing period (by mail / phone if necessary)
- The contact partner is personally contacted by phone or in writing
- Where appropriate, the selected solution approach is presented to the person reporting the complaint
- The solution is implemented as needed

1.6 Documentation of reports

- Standardized complaint forms are provided to ensure consistent documentation and comparability
- Submitted forms are centrally filed on the drive of a device
- Complaint forms are grouped according to processing status and sector
- Process is documented

1.7 Evaluation of reports

- Complaints are analyzed by internal stakeholders on a weekly basis
- Optimization potentials are identified
- Measures are derived

2 Internal Complaints (Employees)

2.1 Communication channel for internal complaints

Internally, complaints can be communicated as follows:

- Direct communication with the conflict partner
- Direct communication with the superior
- Direct communication with the Works Council or General Management
- anonymously to: meldestelle@eisenmann.com

Complaints within the meaning of the Whistleblower Protection Act (HinSchG):

- via the contact form at <https://digital-dsb.eu/meldestelle>
- By phone at +49 7121 7440063
- By email: meldestelle@digital-dsb.eu

2.2 Stimulation of complaints

- Reflective review meetings are held with disciplinary superiors
- Meetings with the Works Council and General Management are offered

2.3 Receiving reports

- The contact partner acknowledges the complaint
- The contact partner documents the complaint using the complaint form
- The documented complaint is forwarded to the Works Council
- Works Council and HR are notified by phone/personal meeting that the complaint has been received (the complaint form is filed)

2.4 Processing reports

- Works Council reviews whether the complaint is legitimate
- The matter is classified to be a legal dispute or regulatory dispute
- In case it is a legal dispute: Processing status is enclosed
- In case it is a regulatory dispute: Procedure is followed
- Assistance with the appeal process

2.5 Response to reports

- Parties involved are contacted (according to complaint form)
- Parties involved are invited to work out a solution under the supervision of the Works Council
- A solution to settle the complaint of the employee is worked out (problem solving process is documented)

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- The problem solving process is documented in writing including declaration of consent of the employee
- Reflective review meeting between the employee and HR is held two weeks after the complaint has been settled

2.6 Documentation of reports

- Complaint forms are filed on an encrypted HR drive (privacy)
- Problem solving logs are filed on an encrypted HR drive (privacy)
- Complaint forms are grouped according to complaint background (compare with complaint form for employees)

2.7 Evaluation of reports

- HR and Works Council analyze internal complaints every 6 months based on the complaint forms received
- Optimization potentials are identified
- Measures are derived

3 Effectiveness of the complaint management system

3.1 Monitoring

General Management monitors the complaint management system.

In addition, an external assessment is carried out as part of recurring audits to provide evidence of certifications and as part of the SAQ self-disclosures.

3.2 Continuous improvement

- Respective departments present the complaints and optimization measures to General Management on a monthly basis
- General Management and the respective departments carry out an assessment of sustainable optimization measures
- Respective departments implement selected optimization measures