



Handling of Complaints

The satisfaction of our customers is very important to us and forms the basis of our daily work. For this reason, we take our customers' feedback, suggestions for improving our services and complaints very seriously.

The handling of complaints is clearly described in our internal quality management documentation and is known to every employee.

Incoming complaints are documented and passed directly to the management.

The person responsible for processing the complaint is determined in cooperation with the quality manager.

Care is taken to ensure that the complaint is not processed under the responsibility of an employee who is directly affected by the complaint.

In the first step, the complaint is examined and assessed with regard to its legitimacy.

If the complaint is accepted, a cause-and-effect analysis is carried out and corrective actions are defined. If necessary, ongoing processes are interrupted until the matter has been resolved and, if necessary, preventive actions are defined in order to minimize the risk of incorrect work occurring again.

The complainant receives feedback on the corrective actions that affect them.

The implementation of the corrective actions within set deadlines is monitored by the quality manager, who reports directly to the management.

Once all corrective and preventive actions have been implemented, their effectiveness is checked. On the basis of the effectiveness assessment, the management decides whether to resume work if it has been interrupted.

The entire process is documented using an internal form that allows individual steps and feedback from and to the customer to be traced at any time.

Where possible, the complainant will receive confirmation of receipt of the complaint and information on the progress of processing, as well as written notification once the complaints procedure has been completed.

We always strive to process all customer concerns as quickly as possible.

If an incoming complaint is assessed to be unjustified, we will nevertheless seek a discussion with the customer in order to clarify the matter.

Incoming feedback from customers, including complaints, will of course be treated confidentially, taking into account the currently applicable guidelines of the General Data Protection Regulation.

If you have any further questions regarding the handling of complaints in our company, please do not hesitate to contact us for a personal discussion.

Olaf Schnelle-Werner

Dr. Olaf Schnelle-Werner
Managing Director