Complaints Management

Medi-International GmbH

in accordance with RAL-GZ 912 “Fair Recruitment and Placement of Nursing Professionals from Abroad”

Version: August 2026

Company	Medi-International GmbH
Complaints office	Central Complaints Office
Processing period	Maximum of three weeks from receipt
Assessment standard	RAL-GZ 912, Criterion 2.3.2

1. Objective and Purpose

Medi-International GmbH is committed to the fair, ethical, transparent and responsible recruitment and placement of international nursing professionals.

This complaints management procedure ensures that nursing professionals and other parties involved in the recruitment and placement process can submit complaints, report grievances or violations of the principles of fair recruitment easily, free of charge and without suffering any undue disadvantages.

In particular, the complaints procedure is intended to:

- receive complaints at an early stage;
- examine the facts objectively;
- take immediate corrective action where necessary;
- prevent similar violations from recurring; and
- ensure compliance with the requirements of the RAL Quality Seal “Fair Recruitment Healthcare Germany” throughout the entire service chain.

2. Scope of Application

The complaints procedure is available in particular to:

- nursing professionals recruited or placed by Medi-International GmbH;
- nursing professionals currently undergoing a recruitment, qualification, professional recognition or placement procedure;
- applicants;
- clients or prospective employers;
- recruiters and other business partners;
- language schools and other service providers within the service chain; and
- other persons affected by activities within a recruitment process for which Medi-International GmbH is responsible.

Nursing professionals are informed about the existence and use of this complaints procedure in a language they understand no later than the start of the placement process.

3. Subject Matter of Complaints

A complaint may be submitted in particular in cases of suspected or actual violations of:

- the Employer Pays Principle;
- the prohibition on charging nursing professionals placement fees or other costs directly associated with placement;
- the prohibition on security deposits, other deposits or contractual penalties;
- the requirements for fair and ethical recruitment;
- information and transparency obligations;
- the requirement that decisions regarding employment be made voluntarily;
- the requirements relating to professional recognition or qualification procedures;
- human rights standards;
- the Policy Statement of Medi-International GmbH;
- the requirements of the RAL Quality Seal “Fair Recruitment Healthcare Germany”; and
- obligations of a recruiter, client or other business partner within the service chain.

Complaints may also be submitted regarding inappropriate conduct, discrimination, coercion, deception, withholding of personal documents or other grievances within the recruitment process.

4. Access to the Complaints Procedure

The complaints procedure is free of charge and freely accessible.

Complaints may be submitted in particular:

- in writing by email;
- in writing by post;
- in person;
- by telephone; or
- through a contact channel provided for this purpose by Medi-International GmbH.

A complaint may be submitted in German or in a language in which the nursing professional is sufficiently proficient. Where necessary, Medi-International GmbH will arrange for an appropriate translation. No particular formal requirements apply to the submission of a complaint.

5. Responsible Complaints Office

A central complaints office is established within Medi-International GmbH to handle complaints.

Complaints office	Medi-International GmbH
Address	Schwerdstraße 5–7, 67574 Osthofen, Germany
Contact person	Andrea Rehmet
Telephone	06242 - 9009036
Email	a.rehmet@medi-international-gmbh.de
Deputy contact	g.cardiello@medi-international-gmbh.de
Note	In the event of a conflict of interest, the complaint will be handled by the management or another independent internal body.

In the event of absence or a potential conflict of interest, a deputy complaints contact person will be appointed. If the responsible complaints contact person is the subject of the complaint, the matter will be referred directly to the management or another independent internal body designated for this purpose.

6. Complaints Procedure

6.1 Receipt of a Complaint

Every complaint received is documented and assigned an internal case number. As a rule, receipt is acknowledged promptly to the complainant.

Where possible, the acknowledgement includes:

- the case number;
- the responsible contact person; and
- information about the subsequent procedure.

6.2 Preliminary Review

After receipt, the following is examined:

- 1. the matter being complained about;
- 2. the persons or business partners concerned;
- 3. whether there may have been a violation of RAL requirements or internal rules;
- 4. which documents or information are required for further examination; and
- 5. whether immediate protective or corrective measures appear necessary.

6.3 Investigation of the Facts

The responsible complaints office investigates the facts objectively and in a verifiable manner. For this purpose, the complainant, employees involved, recruiters, clients, language schools, other business partners or other persons involved in the recruitment process may in particular be heard, and necessary documents may be requested.

All parties involved are obliged to provide appropriate support in clarifying the facts.

6.4 Assessment

Once the investigation has been completed, it is determined whether:

- no violation can be established;
- there is a need for organisational improvement; or
- there has been a violation of contractual obligations, the Policy Statement or the requirements of the RAL Quality Seal.

7. Corrective Measures

If a violation or grievance is identified, Medi-International GmbH will take appropriate corrective action.

Depending on the nature and severity of the matter, the following measures may be taken in particular:

- immediate cessation of the conduct complained about;
- correction of incorrect or incomplete information;
- reimbursement of costs improperly demanded or paid;
- requiring a recruiter or other business partner to remedy the violation without delay;

- additional review of a business partner;
- binding requirements for future placement processes;
- training or instruction of the persons involved;
- changes to internal processes;
- formal warning to a business partner; or
- termination of a business relationship in the event of sufficiently serious or repeated violations.

In the event of a business partner violating the Employer Pays Principle, it will be examined whether payments must be reimbursed to the nursing professional.

8. Processing Period

Every complaint will be processed as quickly as possible. The processing period is a maximum of three weeks from receipt of the complaint.

Within this period, the complainant will receive feedback on:

- the outcome of the review;
- the measures initiated; or
- the status of the procedure if a final resolution is not yet possible for factual reasons.

9. Protection of the Complainant

Submitting a complaint must not result in the nursing professional being subjected to undue disadvantage in the placement process because of the complaint.

Complaints will be treated confidentially. Personal information will be made accessible only to those persons who need it to process the specific case.

The provisions of the German Whistleblower Protection Act (Hinweisgeberschutzgesetz) will be taken into account in accordance with the requirements of RAL-GZ 912.

10. Complaints Concerning Business Partners

If a complaint concerns a recruiter, a language school or another business partner within the service chain, Medi-International GmbH will independently review the matter.

The business partner is obliged to:

- provide the necessary information;
- cooperate in clarifying the facts; and
- implement any corrective measures ordered.

In the event of a serious or repeated violation, the contractual rights to review, require corrective action and terminate the relationship may be exercised.

11. Documentation and Quality Management

Complaints and the measures taken to resolve them will be documented in a traceable manner.

In particular, the documentation should contain:

- date of receipt;
- type and content of the complaint;
- persons or business partners concerned;
- review steps carried out;

- outcome of the review;
- corrective measures initiated;
- date of feedback; and
- closure of the case.

Findings from complaints will be evaluated as part of quality and process management. Where structural or recurring problems are identified, the relevant processes will be reviewed and adjusted if necessary.

12. Information for Nursing Professionals

All nursing professionals will be informed about:

- the existence of this complaints procedure;
- the responsible complaints office;
- the available contact options;
- the fact that the procedure is free of charge; and
- the processing period.

The information will be provided in writing and in a manner appropriate for the intended recipients. The complaints procedure should also be made accessible on the Medi-International GmbH website.

13. Entry into Force and Review

This complaints management procedure enters into force with effect from 1 August 2026. It forms part of the quality management system of Medi-International GmbH for the recruitment and placement of international nursing professionals.

The management will review the procedure regularly and adapt it as necessary if the requirements of the RAL Quality Seal “Fair Recruitment Healthcare Germany” change.

Osthofen, _____

Medi-International GmbH – Management