



Vispero GmbH, Friedrich-Ebert-Platz, 51373 Leverkusen

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Quality Area 2
Criterion 2.3. Appeal procedure; Indicator 2.3.2
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(#XXXX is candidate ID number in CRM software)

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Internal complaint management Vispero GmbH

Goals:

- Customer satisfaction, customer recovery, strengthening customer loyalty
- Improvement of quality management, product development, marketing
- Correct handling of compliance-relevant information and complaints

Internal Principles

1. Complaints are more than expressions of displeasure. They provide valuable information about opportunities for improvement in our company and the expectations of our clients and candidates. They offer a Opportunity to create customer/candidate satisfaction and thus to consolidate or regain Customer/Candidate Relations.



2. Irrespective of this, complaints can help to prevent non-compliant behavior and corresponding risks in a timely manner. (compliance-relevant complaints).
3. Every serious expression of displeasure by the client/candidate is a complaint. This also applies to obvious unfounded complaints. These can be marked as "manifestly unjustified complaints", may but not fall under the table. Telephone or oral complaints must also be recorded.
4. Vispero GmbH ensures that all significant customer complaints are dealt with in a prompt, fair and comprehensible manner. This involves complaints that relate directly to Vispero GmbH as well as Complaints that directly affect business partners of Vispero GmbH.
5. Vispero GmbH has appointed two complaints managers, who perform the tasks in accordance with internal principles. These are: Mr. Marko Zelenovic, Dipl. -Ing and responsible for the Western Balkans and Ms. Milena Pavlovic for Germany.
6. Complaints should first be forwarded to the department concerned, where they should be on their own responsibility in accordance with Section 7 documented and resolved in 14 days. The goal is customer/candidate satisfaction, not proof that the Client/Candidate is right or wrong.



7. Complaints must be documented as follows; care must be taken to ensure that complaints are not deleted without being processed.

The following can be used:

- Affected department/function/business partner (point of impact)
- Type of complaint (market-relevant and/or compliance-relevant)
- Decision and remedy.

8. The following aspects apply to the classification as market- or compliance-relevant:

Market-relevant:

- Service readiness (availability)
- "Products" (suitability, conditions, quality, safety)
- Customer service, information
- Contract processing

Compliance-relevant:

- Personal conflicts of interest
- Violation of the Code of Conduct
- Violation of customer, candidate or business partner rights
- Violation of safety regulations
- Transactions that may be punishable by law or a fine
- Possible interest of supervisory authorities
- other violations of the law



The contact persons and processors of the complaints received are the following:

Vispero GmbH Deutschland, Leverkusen: beschwerde@vispero-gmbh.de &

Vispero Representative Office Novi Sad, Serbia: zalba@vispero-gmbh.de

Source:

➤ [Vispero GmbH, Documentation](#)