

INTERNAL COMPLAINT PROCEDURE

Contact person for complaints: Erik Mühlbrandt

1. Purpose of the Complaint Procedure

The company provides an internal complaint procedure to offer healthcare professionals and other recipients the opportunity to submit complaints, indications, or claims in a structured, fair, and transparent process. The objective is to clarify the facts in a timely manner, resolve possible irregularities, and ensure the continuous improvement of quality.

2. Scope of application

The claims procedure applies to all nursing professionals, as well as to other people who have a professional or training relationship with the company.

3. Submission of Complaints

Claims can be submitted without formalities:

- In writing by e-mail to complaint@carenapi.com or by letter, or
- Orally to a designated contact person..

At your request, the claim can be handled confidentially.

4. Claims Handling

Upon receipt of a claim, the following is carried out:

1. Confirmation of receipt of the claim,
2. Objective review of the presented matter,
3. Internal coordination with the relevant areas, if necessary, and
4. Documentation of the procedure.

The procedure is designed to be accessible, understandable, and transparent for the people submitting claims.

5. Corrective Measures

If the review indicates the need for action, appropriate corrective measures will be taken. These may be organizational, communicative, or structural in nature. The person filing the complaint will be informed about the outcome and, to the extent possible, about the measures initiated.

6. Time frame

The processing period for each claim received is a maximum of three weeks from the receipt of the claim.

7. Information for Nursing Professionals

Nursing professionals are informed that there is an internal complaints procedure and how it can be used. The information is provided through appropriate communication formats (for example, onboarding documents, internal guidelines, or website).

8. Whistleblower Protection

The provisions of the Whistleblower Protection Act (HinSchG) apply accordingly. Individuals who submit evidence or reports within the framework of this procedure must not suffer any harm as a result.

9. Effective Date

This internal claims procedure enters into force upon its internal publication and is part of the internal quality and organization guidelines.