

<b>Complaints Procedure Policy</b>		<b>RMA - TSK</b> Kunststoffsysteme GmbH & Co. KG
	<b>Name</b>	<b>Datum</b>
<b>erstellt</b>	Sandra Knof	20.11.2024
<b>zuletzt bearbeitet</b>		
<b>überprüft und freigegeben</b>	Tobias Sepp	20.11.2024
<b>Versions-Nr.</b>	0	

It is important for RMA-TSK to identify and resolve problems in a timely manner before serious conflicts arise.

We therefore support the early detection of grievances by complainants (whistleblowers) by setting up an internal reporting office and prescribing a complaint mechanism (process).

Complainants can be employees, customers, suppliers or other interested persons/parties of RMA-TSK.

All types of complaints, without exception, can be sent by email to:

[beschwerde@rma-tsk.de](mailto:beschwerde@rma-tsk.de), via the homepage <https://rma-tsk.de/> or directly to the person responsible for the complaint procedure.

We commit to that:

- the identity of the complainants is kept confidential,
- no retaliatory measures against complainants,
- complainants can remain anonymous,
- We do not prevent complainants from taking legal action if they are dissatisfied with the outcome of the complaint process.

The head of project management, Mr. Stefan Bischof, is appointed as the person responsible for the complaints procedure.

The person responsible for the complaints procedure is not bound by instructions when carrying out this task and checks the effectiveness of the complaints procedure at regular intervals, at least every 12 months.

**The complaint mechanism is based on the following process:**

- Day 1**      Receipt of the complaint and documentation of receipt
- Day 2**      Thematic classification and forwarding to the responsible office
- Day 3**      Confirmation of receipt, notification of the expected processing period
- Day 7**      Clarification of the matter in consultation with everyone involved
- Day 10**     Joint conflict resolution and proposal for redress
- Day 14**     Provision of the agreed form of reparation
- Day 21**     Verification that data subjects do not raise further concerns and termination.