

Complaint Management

Possibility to File a Complaint

A section for complaints will be set up on the Hans Leutenegger GmbH website, where both customers and candidates can submit a complaint via an email link:

Your Feedback is Important to Us!

We are always striving to improve and develop further. For this, we are very grateful for your feedback. If you have ever been dissatisfied with our services, please let us know. You can reach us at:

beschwerdemanagement@hansleutenegger.de

Handling a Complaint

We see ourselves as a learning team and gladly accept any feedback, whether positive or negative, to constantly review and adapt our work and processes as needed.

When a complaint is received, the email is automatically forwarded to the following employees:

- Raoul Keiser (Managing Director)
- Michael Flamm (Authorized Officer)
- Fil Am Canda (Head of Recruitment)
- Darja Dathe (HR Administration Officer)

Complaints from customers will be handled by Mr. Keiser or Mr. Flamm. Suggestions for improvement from candidates will be handled by Mr. Canda or Mr. Keiser. We place great importance on prompt handling and finding solutions and therefore guarantee that, on weekdays, contact will be made with the complainant within 24 hours.