

Complaint handling information

The purpose of the Notice

The purpose of the complaint management policy is to regulate the process of recording, investigating and remedying complaints received by JOBTAIN HR Service Provider Kft. (hereinafter: Jobtain Kft or the Company). To achieve the highest possible level of customer satisfaction, and to contribute to improving the quality of the service, if necessary to shape processes, to eliminate the cause of discovered errors.

Definitions

Complaint: a complaint is a request aimed at eliminating an individual, perceived or real right or interest violation, and its handling does not fall under the scope of other, especially judicial or administrative procedures, or such a procedure has not been initiated on the given topic.

The listed points cannot be considered a complaint:

- request for information,
- the fairness request,
- a complaint with the same content as a previous, substantively answered complaint,
- any communication that does not contain any perceived or real harm to interests.

Complainant: the natural person, legal person or organization without legal personality who communicates or has communicated a complaint regarding the Company's activities, behavior or omissions in writing or orally.

Identification of the complainant: Jobtain Kft. is obliged to identify the complainant, therefore the following data is recorded when the complaint is recorded:

- in the case of an applicant for the purpose of establishing an employment relationship, the name of the applicant and the identification number associated with the application
- in the case of an employee, the employee's name and unique ID (which is either
- the tax identification number or the unique employee ID of the borrowing partner)

Complaint identification

The submitted complaint is identified by the date of submission and the name of the complainant, which the complainant must be informed about.

Forms of submitting a complaint

In person at any office of Jobtain Kft.:

- 1094 Budapest, Tűzoltó utca 72. fszt.Ü-1.
- 8900 Zalaegerszeg, Deák Ferenc tér 3-5.
- 5100 Jászberény, Lehel vezér tér 19.
- 9600 Sárvár, Rákóczi Ferenc u.37-39.
- 6000 Kecskemét, Klapka utca 10.
- 4400 Nyíregyháza, Vasvári Pál utca 1. fszt. 16.
- 2800 Tatabánya, Dózsakert utca 49.
- 3100 Salgótarján, Ady Endre út 2.
- 5000 Szolnok, Szántó körút 58.

By phone through the telephone customer service of Jobtain Kft., via a recorded phone call. (phone number: 06 30 974 6035)

In the case of audio recording, the Company can provide more information about the retention period and information about making it available by contacting our Customer Service by phone.

In the case of a written complaint not submitted in the office:

- sent in electronic form to the e-mail address: ugyfelszolgalat@jobtain.hu,
- by post to: Jobtain Kft. 1094 Budapest, Tűzoltó utca 72. fszt.Ü-1
- sent via Viber: based internal communication channel (CHEQ)

Complaint investigation

Complaints are always investigated taking into account all circumstances. Coordination of the complaint handling process falls under the authority of the person recording the complaint, and other departments of the Company may be involved in the investigation.

The complaint handling process

The employee who received the complaint is responsible for the complete recording of received complaints (all circumstances and information concerning the complaint). Complaints are recorded in the databases created for this purpose, as follows:

- Date
- Administrator
- Partner
- I.D
- Name of client
- Category
- Detailed description of the event
- Translation (optional)
- Status
- Reply/Comment
- Form of response to answer
- Accommodation address (optional)

After the customer's verbal complaint, the Company examines it as soon as possible and, if applicable, remedies it immediately. If the investigation of the complaint requires the involvement of a partner department or management action, the relevant employees of Jobtain Kft. will immediately begin the investigation of the complaint after the complaint has been recorded.

In the case of a verbal complaint made in the office or on a non-recorded line, there is no need to record the complaint, the coordinator must properly record the complaint in the database created for handling complaints. At the request of the complainant, the Company will send a summary of the recorded complaint to the e-mail address provided by the complainant.

Complaints received in writing are immediately recorded in the database, and at the same time the responsible employee begins to investigate the complaint.

All information revealed during the investigation regarding the complaint is recorded in the database.

Informing the complainant

In possession of all relevant information - including the results of the investigation of the partner department and/or management - the employee responsible for handling the complaint prepares a summary, which is recorded in the database and informs the complainant of the result of the investigation of the complaint in the form of communication requested by him.

If the complaint is established, justified action must be taken immediately. If the Company does not agree with the complaint, the reason for this must be communicated to the complainant in the form of communication requested by the complainant.

In all cases, the Company will respond to complaints no later than 30 days from their receipt.

If the investigation on which the assessment is based is expected to take longer than 5 working days, the complainant must be informed of this matter.

Data management related to complaint handling

The purpose of the Company's data management is to remedy the complaint communicated to it. Data management is governed by the Company's Data Protection Policy, which is available on the website.

(<https://jobtain.hu/adatkezelesi-tajekoztato/>)

Legal remedy

If, according to the complainant's judgment, the Company does not adequately handle the complaint communicated to him, he may file a labor or civil lawsuit, depending on the nature of the grievance.