

# Your concern is important to us

Your complaint or suggestion for improvement is very important to us. For almost 10 years we have been working on the workflow and all the details to ensure the smoothest possible transfer of skilled workers. This is an effort that can hardly be estimated, especially because of the many imponderables. If you have any ideas or would like to see improvements at one point or another, your concerns are more than welcome. We want to be the ones you can completely rely on. You can write to us directly using the form below. Please note our privacy policy on the external link <https://talent-solution.de/datenschutz2018/>

The most important summary for you here is:

## **Use of data:**

The data collected is used to contact you and process your case according to your request. There will be no additional data processing or transfer to third parties. Please refer to our privacy policy.

Right of revocation: You can revoke the storage and your consent to the storage of data at any time. By sending your request you give us permission to contact you. First of all, you will be sent a confirmation email about the receipt of your request. An employee will then contact you to discuss your request.

## **Right of withdrawal:**

You can revoke the storage and consent to the storage of data at any time.

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## **How to proceed with the enquiry**

If you have any complaints, please fill in the form below. After filling it out, you can save it as a PDF and send it to us. Send the form either as a letter or as a PDF to our email address. Use the following address or e-mail address

We are in the Office for you Monday to Friday, German time (GMT) from 8:30 to 17:30  
via telephone number +49 (0) 8141-4047808  
or e-mail [hotline@talent-solution.de](mailto:hotline@talent-solution.de)

In case of emergencies outside the indicated times or from a third country you can reach us around the clock via

+49 176 410 998 37 by WhatsUp, SMS or phone call and  
e-mail: [hotline@talent-solution.de](mailto:hotline@talent-solution.de).

You can also write to us directly using the form on the Internet

<https://talent-solution.org/complaint-procedure/>

or print and send per Mail to:

Talent Solution GmbH  
Zadarstr. 3  
82256 Fuerstenfeldbruck –  
Metro Munich GERMANY

By using this complaint/suggestion for improvement form you will help us to improve our procedures and service. Thank you for your help

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Fields marked with \* are mandatory

Gender \*

Family name \*

Given name \*

Address-street \*

Please enter street and house number

Region/County/Barangay/Building/Institution

Postcode \*

City \*

Telephone \*

E-mail \*

Profession or status \*

Please choose your position

Concerning person/process /operation/task\*

It is about a/n

Specific person

Procedure

Documents

Data protection

Concerning person/process

Reason for the complaint \*

Please indicate the person or the circumstance that triggered your complaint.

Your concerns \*

It is about \*

What would you have wished to be differently?

What do you want us to do for you?

We write back to you

We will call you and discuss the case

You would like to visit us for a meeting

No additional action required

Would you like to be informed how we have dealt with the complaint?  
Approximately 14 days after the complaint, we will inform you about  
the improvement strategy.

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Place and Date

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Your Name and Signatur Please