

Rules of procedure according to § 8 Abs. 2 LkSG

1. Editing Process

Debeka takes on every single complaint, registers it and follows up on all usable information. For this purpose, the displayed facts are evaluated and reconstructed. After receiving your complaint, you will initially receive a confirmation of receipt within seven days.

Initially, we examine the subject of your complaint (in particular violation of labour law or social standards, environmental care obligations, etc.). If possible, your complaint can already be decided. This applies in particular if the object of the complaint is not covered by the scope of protection of the LkSG (Lieferkettensorgfaltspflichtengesetz = Supply Chain Due Diligence Act). If the complaint relates to a situation for which another complaints office within the Debeka company (e. g. AGG officer) is responsible, we will forward the complaint there. If we have any further questions, we will get in touch with you, to further specify the information already provided for example and, if necessary, to document it.

2. Review and Decision

We then examine the situation comprehensively. It may be necessary to obtain comments from departments or suppliers. The duration of the test therefore varies depending on the case. As a rule, the processing of the complaint should be completed within 3 months. The duration of the processing depends not least on the number of bodies and participants to be involved.

Finally, we will inform you whether and if so, which measures may be taken as a result from your complaint.

3. Notes

3.1 Complaints are always treated sensitively and with consideration for the personal rights of the complainant.

Disadvantages must not result from a complaint, regardless of whether the complainants are employees of Debeka, employees of suppliers or other third parties.

In order to protect the employees of our suppliers, we will - as far as possible - work towards ensuring that reports under the LkSG do not have a disadvantageous effect on their employment.

3.2 A procedure for amicable dispute resolution is not offered.

3.3 Your personal data will only be processed for the purpose specified by the LkSG. The areas involved in the complaint procedure will only use the information you have provided and, if necessary, pass it on to the third parties you have named. We will only use the data to determine the facts.

According to § 10 LkSG, we are obliged to keep your personal data for at least 7 years for documentation reasons. This data is subject to special access protection.

Further information on data protection and the handling of your personal data can be found at <https://debeka.de/datenschutz/index.html>.

3.4 Complaints that are manifestly unfounded or abusive will be discarded without further action.

The possibility of addressing complaints to other bodies (e. g. internal or external reporting office) remains unaffected.

3.5 Complaints relating to the Supply Chain Act can be sent to:

E-Mail: Hauptverwaltung.FR@debeka.de

Form: <https://www.debeka.de/cdn/fehlverhaltenmeldung/#/fehlverhaltenmeldung?id=FR>

By post:

Debeka
Krankenversicherungsverein a. G.
Lebensversicherungsverein a. G.
- Abt. FR -
56058 Koblenz

Contact person: Mr. Müller (Department FR)