



everdrop

GRIEVANCE PROCESS

June 2026

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Types of grievance

Breach of legal provisions

Negative impact on Human Rights

Health issues

etc.

EXTERNAL



hint@everdrop.de
info@everdrop.de
qualitycare@everdrop.de

external reporting
(e.g. BfJ, BaFin, BKMS)

INTERNAL



hint@everdrop.de
qualitycare@everdrop.de

Confidential Advisors
(Claudia Meyer-Pundsack,
Melissa Hering)

Procedure

1. Confirmation of receipt within 7 days
2. Evaluation
3. Initiation of follow-up measures
4. Information to reporting person about follow-up measures
5. Documentation
6. Deletion (after 3 years)