



7 June 2022

Around 30 complaints related to Korian group throughout France

Korian's response

Korian reacted in a press release

- « The newspaper Le Parisien, in its edition of June 8, reports a number of complaints that would be filed by Maître Sarah Saldmann on behalf of families.

Maître Sarah Saldmann has not, at any time, contacted Korian France to formalise her clients' complaints and thus assert their interests. If this is the case, Korian will take note of it with the greatest attention. In the state, Korian is unaware of the content of these complaints and therefore cannot make any comment.

With regard to the two families who spoke out in the media, these are painful situations that were known, and for which at the time the institutions in charge were in constant contact with the families and for one of the cases with the competent authorities.

Korian reminds more widely that it systematically favours dialogue inside its facilities, then, if necessary, with a service dedicated to relationships with families, or even through an independent mediator. All serious situations brought to our attention are addressed and systematically reported to the authorities.

The Directors of our facilities are always available to assist families, who can also contact the Family Relations Department on 01 55 37 53 95."

- Link to Korian's press release dated June 8th 2022 : https://www.clariane.com/sites/default/files/CP-Korian_07062022_UPDATE-08062022_EN.pdf

Media sources:

- "Maltraitements en Ehpad : après Orpea, Korian à son tour visé par des plaintes" – Le Parisien 07/06/2022
- "Maisons de retraite : 30 plaintes déposées contre Korian" - Le Figaro - 08/06/2022
- "Plaintes contre le groupe Korian : "Mon père a perdu sa dignité là-bas", dénonce la fille d'un résident décédé" - France Info - 08/06/2022
- "Ehpad : le groupe Korian visé par trente plaintes" - Le Monde - 08/06/2022