



Compass Recruitment Complaints Policy

Compass is committed to providing a high-level service to our customers. If you do not receive satisfaction from us, please let us know as it will help us to improve our standards.

Complaints Procedure

If you have a complaint, please contact Nicola Hull, Director by phone or email nicola@compass-recruitment.co.uk 07771 658259, so that we can try to resolve your complaint.

Next steps

We will send you an email acknowledging your complaint and asking you to confirm or explain the details set out. You can expect to receive our email within 5 working days of us receiving your complaint.

We will record your complaint in our central register within a day of having received it.

We will acknowledge your reply to our acknowledgment email and confirm what will happen next. You can expect to receive our acknowledgement email within 5 working days of your reply.

We will investigate your complaint and invite you to meet to discuss and hopefully resolve your complaint. This will be done within 5 days of the end of our investigation.

Within 2 days of the meeting, we will write to you to confirm what took place and any solutions agreed with you.

If you do not want a meeting or it is not possible, we will send you a detailed reply to your complaint. This will include suggestions for resolving the matter. We will do this within 5 working days of completing our investigation.

At this stage, if you are still not satisfied you can write to the REC, our trade association marked for the attention of the Consultancy and Compliance Team, REC, Dorset House, 1st Floor, 27 – 45 Stamford Street, London, SE1 9NT.

NOTE: In any event, we will comply with any statutory procedures that may relate to your complaint.