



Quality Assurance Policy

Compass recruitment adheres to standards based on the principles of quality, transparency, honesty, and legality. As a company we look to demonstrate consistency in both business and good recruitment practices.

- **Meeting general customer expectation:** information as to what client service are available can be found on the website.
- **Confidentiality, diversity and staff poaching:** as covered by Privacy policy, Diversity Document and ToB with clients
- **Verification of qualifications and expertise of candidates:** this will be carried out in line with ToB agreed with each client.
- **Addressing requirements and outcomes of the client:** requirements of the client are addressed when agreeing to work the role and outcomes monitored accordingly by both parties.
- **Addressing requirements and outcomes of the candidates:** the service that Compass can provide to candidates is outlined on the website.
- **Documentation control:** is in line with all legal requirements and GDPR and Privacy Policy documents can be found on the website.
- **Checking candidate suitability:** interviews to be conducted with all candidates to ascertain their suitability before they are submitted to jobs.
- **Right to work:** will be checked by the agency prior to submission to clients.
- **Regulatory compliance:** to be adhered to at all times.
- **Contractual compliance:** to be adhered to at all times.
- **Agreeing terms and conditions:** mandatory before engaging in recruitment activities
- **Transparent complaints handling:** a complaints policy is in place.
- **Data protection and information exchange** is in line with all legal requirements and GDPR and Privacy Policy documents can be found on the website.