



Disrupt Talent Limited

Complaints Policy

Introduction

Disrupt Talent Limited is committed to providing the highest quality of service to our clients and candidates. We take complaints seriously and view them as an opportunity to learn and improve.

How to Make a Complaint

Complaints can be made by:

- Emailing **nicky@disrupttalent.co.uk**
- Calling **01926 954154**
- Writing to: Disrupt Talent Limited, [Insert Address]

Procedure

1. All complaints will be acknowledged within **5 working days**.
2. A full investigation will be carried out by senior management.
3. A formal response will be provided within **20 working days**.
4. If you remain dissatisfied, you may escalate the matter to the **Recruitment & Employment Confederation (REC)** (if applicable) or the relevant regulatory body.

Commitment

We aim to resolve all complaints promptly, fairly, and confidentially, ensuring lessons are learned and improvements made.

Signed:

Nicky Grogan

Managing Director

Date: 29 September 2025

Review Date: 29 September 2026