

Compass Video – Complaints and Compliments

We aim to provide you with the best possible service by treating you courteously, fairly, efficiently, and with respect. However, sometimes problems do occur, and when they do, we want to know so that we can put them right.

Who should I contact if I have a complaint?

If you have a complaint, we have a simple procedure for you to follow to ensure your complaint is dealt with promptly. You can write to us at; Compass Video, The Welsh Mill Hub, Park Hill Drive, Frome, BA112LE. You can email us at info@compass-video.com or you can send us a message through our many social media channels.

What is the Compass Video complaints process?

If you have a complaint about our services or training, it will be dealt with promptly and with the attention and respect it deserves. You can expect to be contacted within 24 hours of your complaint being delivered to us and we will work tirelessly to 'make it right'

How will you 'Make it right?'

- We'll make contact with you where necessary to discuss your concerns
- We'll investigate your complaint and where we can, we'll put right the cause of the complaint as quickly as possible
- We'll say sorry if we've made a mistake
- We'll tell you what action we've taken to overcome the problem or what action will be taken and timescales
- Where it's not possible to resolve the problem immediately, we'll take action to reduce the effect of the problem and keep you informed of the action to resolve the problem in the longer term
- If we're unable to meet your requirements or expectations, we'll explain why
- If we're not responsible for the cause of the complaint, we'll point you in the right direction and provide a name and telephone number for further enquiries where appropriate.

How do you protect my personal details?

All the information we hold about you is treated in strict confidence and in accordance with the Data Protection Act 2018. Access to information by employees will be on a 'need to know' basis only.

We'll share the information we hold on you with third parties and service providers in accordance with the requirements of the Data Protection Act 2018. The Privacy Policy on the Compass Video website (<https://www.compass-video.com/privacy-policy/>) explains what information we hold and process, who we share your information with and our lawful basis for doing so.

Compliments

Although complaints are helpful and make us aware of how we can improve, it's also very helpful to hear when you've experienced an excellent service from us. If you'd like to tell us when we've exceeded your expectations, please leave a review via Google or Facebook outline how we have delivered exceptional service.