



Complaints Procedure

The Nanny Agent is committed to providing a high level and personal service to all of my customers. However there may be occasions when my clients or applicants will feel that they have cause for complaint. If you do not receive satisfaction from the Nanny Agent, then you need to tell me about it. This feedback will help me to improve my services.

The aim of the policy is to resolve complaints as quickly as possible. All complaints will be dealt with seriously and sensitively to ensure that the standard of service provided by The Nanny Agent is maintained at a high level.

Complaints Procedure

It is in everyone's interest that complaints are resolved at the earliest possible stage. I believe the majority of complaints can be resolved satisfactorily on an informal basis.

If you wish to make a complaint about my service please contact me on 07763 251836 or via email to Chelsea@thenannyagent.co.uk.

I will always aim to be helpful and to treat you with politeness and consideration.

All complaints will be responded to within 14 days.