

# Complaints Procedure

## Introduction

At Herts and Home Childcare, we are committed to providing a high-quality service to all our clients. However, we understand that there might be instances where you may be dissatisfied with the service provided by your nanny, carer, or with our agency's procedures. This document outlines the complaints procedure for parents who wish to file a formal complaint.

## Initial Steps

1. **Informal Discussion:** We recommend first trying to resolve the issue informally with the nanny or carer. If the issue is with Herts and Home's service, please contact the office to discuss the problem.
2. **Informal HR support:** If the issue is with your nanny please call or email the office for an informal discussion. This will be followed up with an informal chat from the agency to the nanny on your behalf or, if appropriate, a discipline action being taken against the nanny or them being removed from your role.
3. **Formal Complaint:** If the issue isn't resolved through informal discussion or cannot be resolved this way due to the serious nature of the issue, we advise you to document your complaint in writing, mentioning specific instances, dates, and people involved and email it to [office@hertsandhomechildcare.co.uk](mailto:office@hertsandhomechildcare.co.uk) where it can be further assessed and formal complaint procedure can be followed.

## Filing a Formal Complaint

1. **Submit Written Complaint:** Forward your written complaint to the Complaints Officer at Herts and Home Childcare via email or post. Please include any evidence or supporting documentation.
2. **Acknowledgement:** Upon receiving your complaint, we will send you an acknowledgement email within 3 working days.
3. **Investigation:** Your complaint will be fully investigated by the agency owner. This may involve interviews with the parties involved.
4. **Outcome:** Within 15 working days of receiving your complaint, we aim to resolve the issue and communicate the outcome to you. If further time is required, you will be informed.

## Confidentiality

All complaints are treated with the utmost confidentiality and will only be disclosed to those necessary for completing the investigation.