



# WILTSHIRE NANNIES

## **Wiltshire Nannies Complaint Policy**

Company Name: Wiltshire Nannies

Policy Name : Complaint's Policy and Procedure

Date: April 2017

Wiltshire Nannies is committed to providing a high-level service to our Clients and Candidates. If you do not receive satisfaction from us we need you to tell us about it, this will help us to improve our standards.

If you have a complaint, please contact Natasha at Wiltshire Nannies directly by phone on 07748 255 920 in the first instance so that we can try to resolve your complaint informally and as quickly as possible.

At this stage, if you are not satisfied please email us your full complaint to [natasha@wiltshirenannies.co.uk](mailto:natasha@wiltshirenannies.co.uk) where this complaint will be recorded and investigated and you will hear back from us within 14 days to discuss what will happen next.