

COMPLAINTS POLICY AND PROCEDURE

Whilst every effort is taken sometimes mistakes are made.

A complaint process has been set up for people who feel dissatisfied about the service or treatment they received.

You have a right to complain and to have it investigated.

One of the ways in which we can continue to improve our service to you and to other consumers is by listening and responding to your comments and complaints.

Complaints Procedure

If you have a complaint, please contact **MAYFAIR LANE MANAGEMENT, Nanny Agency Management.**

You can write to: **Churcham House, 1 Bridgeman Road, TW11 9AJ, Teddington, Middlesex** or email info@mayfairlanemanagement.co.uk

Step 1

We need to know:

- **Full details of your Complaint and how you would like the Complaint being satisfied.**

Step 2

After we receive your Complaint including your wishes how you would wish it to be satisfied we will ask the person involved to write a reply about the Complaint.

We will give our Staff 6 days to respond to the Complaint.

Step 3

After we have a response from our Staff member involved with the Complaint your Complaint can be reviewed.

We will let you know the outcome of this review within **10 working days** from receiving all the relevant documentation.

We may consult our external advisors to resolve the complaint accordingly.

We will write to you confirming our final position on your complaint and explaining our reasons.

If we have to change any of the time scales above, we will let you know and explain why.

In case the correspondence will be via post there might be delays in responding.