



EQUAL OPPORTUNITIES POLICY

Little Laura's Nanny Agency ("**We**") are committed to protecting and respecting equal opportunities.

We are committed to promoting equal opportunities both as an employer and as provider of services. At Little Laura's Nanny Agency we make every effort to prevent discrimination or other unfair treatment against any of our staff, potential staff or users of our services, regardless of gender, race, colour, nationality, ethnic or national origins, marital status, family circumstances, disability, sexual orientation, age, trade union activity, political or religious belief, Little Laura's Nanny Agency is opposed to racist and sexist practices and attitudes and is committed to translating this into all aspects of its everyday work.

Little Laura's Nanny Agency is committed to developing and maintaining working environments and practices which ensure equality of opportunity in recruitment selection. Discriminatory attitudes or behaviour are unacceptable at any time and commitment to equal opportunities is a requirement of all Little Laura's Nanny Agency staff.

At Little Laura's Nanny Agency, we are committed to providing services which are relevant, attractive and accessible to all those who might wish to use them. Staff are required to be fully aware of the responsibilities in this respect and to ensure that systems of referral to our services do not operate to exclude or discourage participation, and that our employees are welcoming and attractive to all potential clients.

COMPLAINTS POLICY

Little Laura's Nanny Agency are committed to providing a high level of service to all our clients and nannies. We recognise, however, that there may be occasions when you feel that you have cause for complaint. If you do not receive satisfaction from us, we need you to tell us about it. We aim to resolve any complaints quickly and efficiently. All complaints will be dealt with sensitively to ensure that the standard of service provided by Little Laura's Nanny Agency is maintained at a high level.

Firstly: Informal complaint: It is in everyone's interest that complaints are resolved at the earliest possible stage. Little Laura's Nanny Agency believe the majority of complaints can be resolved satisfactorily on an informal basis. If you wish to make a complaint about our services, please contact Anna on anna@littlauras.co.uk.

Secondly: Formal complaint: If you are dissatisfied with the response, please submit a written statement of complaint as soon as possible to anna@littlauras.co.uk. The complaint will be recorded and investigated, and a written response will be sent within 14

working days. Little Laura's Nanny Agency will always respect your confidentiality