



EQUAL OPPORTUNITIES POLICY

Stella Childcare ("**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 Stella Childcare 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, Stella Childcare is opposed to racist and sexist practices and attitudes and is committed to translating this into all aspects of its everyday work.

Stella Childcare 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 Stella Childcare staff.

At Stella Childcare, 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

Stella Childcare 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 Stella Childcare is maintained at a high level.

Firstly: Informal complaint: It is in everyone's interest that complaints are resolved at the earliest possible stage. Stella Childcare 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 Hannah on 07340484367.

Secondly: Formal complaint: If you are dissatisfied with the response please submit a written statement of complaint as soon as possible to hannah@stellachildcare.co.uk. The complaint will be recorded and investigated, and a written response will be sent within 14 working days. Stella Childcare always respect your confidentiality