

Who this policy apply to?

This policy is for both our member families and babysitters.

I am not happy...what should I do?

We hope that both member families and sitters are happy with the service however if for any reason this is not the case you can file a complaint with our head office using our *Contact Form*. All complaints are followed up and you will receive feedback about how this has been dealt with.

Member Families:

If as a parent you are not happy with the sitter, you can either complete the *Contact Form* or simply update your sitter preferences through your My Sitters page to tell us you do not want this sitter again through your member family profile page without needing to give us a reason.

Babysitters:

The satisfaction of our sitters is just as important as our member families which is why if you feel you were mistreated or made to feel uncomfortable by a member family you can also make a complaint through our *Contact Form* or add the family to your Blocked Families to inform us that you do not wish to have any further job offers for that member family.

Timescale:

In each case your complaint will be handed by our head office and you will receive an email or telephone call response informing you of the outcome from your complaint within a period of 28 days.