

- Public Liability limit = £2,000,000.
- Products Liability limit = £2,000,000.
- Employment Agents Professional Indemnity (£100,000 any one claim or series of claims resulting from a wrongful act).

*Terrorism exclusion clause applies.

Complaints and Compliments Procedure

We see complaints as an opportunity to learn and improve our service. Should there be a problem with any aspect of the service which we provide, it is important that the client contacts us regarding this. It is important that the client should tell us of their concerns as soon as they arise in order that we can investigate and, wherever possible, rectify the problem as soon as possible.

A formal complaint should be made directly to the Registered Manager either by phone or in writing. We will reply to any complaint within 5 days of the initial complaint and explain to the complainant what will happen next.

Should the client feel that their complaints are not being adequately dealt with then they should contact Trudi Scrivener, Director and founder either by telephone or in writing. The Director will be happy to talk to the complainant regarding the difficulties and would normally hope to be able to visit in order to deal with the complaint. All complaints are treated in the strictest confidence.

It is our policy to ensure that clients are kept informed during each step of the investigatory procedure. In the event of the client being unsatisfied at any stage, you could contact the Care Quality Commission.

CQC South East, Citygate, Gallowgate, Newcastle upon Tyne, NE1 4PA
Tel: 03000 616 161
enquiries.southeast@cqc.org.uk

Compliments are also welcome, and we would encourage clients to let us know if they have been particularly happy with the service so that we can pass on the details to the staff involved.