

4. Complaints Procedure

Little Footsteps Hub – Complaints & Feedback Policy

Effective Date: May 2025

1. Purpose

We welcome feedback and take complaints seriously. This policy outlines how concerns are raised and resolved.

2. Informal Resolution

- Raise concerns directly with the person involved
- We aim to resolve informally within 5 working days

3. Formal Complaints

- Submit written complaint to Complaints@LITTLE-FOOTSTEPS.CO.UK
- Acknowledgement within 5 working days
- Full response within 14 working days
- If unresolved, escalate to CIC board or external body

4. Confidentiality

Complaints are handled confidentially and sensitively.

5. Record Keeping

All complaints are logged and reviewed annually.