



## Complaints Procedure

At Little Footsteps Hub, we are committed to transparency, professionalism, and learning through feedback. We welcome all concerns as an opportunity to improve our services and deepen trust with the families, professionals, and communities we support.

### ☒ Who Can Make a Complaint?

Anyone who interacts with our services — including parents, carers, professionals, collaborators, or partner organisations — is welcome to raise a concern, regardless of scale.

### ☒ How to Submit a Complaint

You can submit your complaint through the following methods:

- **Email:** [complaints@littlefootstepshub.co.uk](mailto:complaints@littlefootstepshub.co.uk)
- **Phone:** 0203 576 1200/ 07785945273 (Please note: written follow-up may be requested to support clarity and documentation)

Please include:

- Your full name and preferred contact details
- A description of the issue or concern, including relevant dates and interactions
- Any supporting documentation or information

## What Happens Next?

- We will acknowledge your complaint within **3 working days**
- An initial response or update will be shared within **10 working days**
- If needed, we may request further detail or clarification
- We aim to reach a resolution within **20 working days**, where possible

All complaints are reviewed by the Founder or a designated lead to ensure consistency, fairness, and a restorative approach.

## ↑ Escalation and Appeals

If you are dissatisfied with the outcome, you may request a formal review or escalate your concern externally. Guidance for independent resolution routes is available upon request.

## 🔒 Confidentiality & Data Protection

Your complaint will be handled in strict confidence and in full compliance with **UK GDPR**. Records are securely stored and only accessed by those involved in the resolution process.