Complaints & Dispute Resolution Policy

Little Footsteps Recruitment Ltd is committed to maintaining professionalism, fairness, and transparency in all interactions. This policy outlines the structured process for handling complaints and resolving disputes between families, childcare professionals, and the agency.

1. Purpose of Complaints & Dispute Resolution Policy

This policy aims to:

- Provide a clear and structured approach for addressing complaints.

- Ensure fairness and confidentiality in dispute resolution.

- Maintain high professional standards across all placements.

2. Complaints Procedure

Individuals submitting a complaint must follow these steps:

- \*\*Step 1: Submit a Formal Complaint\*\* – Complaints must be submitted in writing via email or a designated complaint form.

- \*\*Step 2: Acknowledgment & Investigation\*\* – The agency will acknowledge receipt within 48 hours and conduct an internal review.

- \*\*Step 3: Resolution Proposal\*\* – A formal response outlining the agency’s resolution approach will be provided within 7 working days.

- \*\*Step 4: Mediation if Necessary\*\* – If additional action is required, mediation may be scheduled between involved parties.

3. Types of Complaints

This policy applies to:

- \*\*Families\*\* – Concerns about childcare professional conduct, placement conditions, or service expectations.

- \*\*Childcare Professionals\*\* – Disputes regarding placements, working conditions, or contractual concerns.

- \*\*Agency Operations\*\* – Issues relating to billing, compliance, or business practices.

4. Confidentiality & Record Keeping

- All complaints are handled with \*\*strict confidentiality\*\* to protect individuals involved.

- Records of complaints and resolutions are securely stored for \*\*up to five years\*\*.

- Complaint details are only shared with relevant personnel handling the resolution.

5. Dispute Resolution Process

Disputes will be addressed through the following resolution process:

- \*\*Informal Discussion\*\* – Initial attempt to resolve concerns through direct conversation.

- \*\*Formal Review & Agency Mediation\*\* – If informal resolution is unsuccessful, structured mediation will take place.

- \*\*External Arbitration\*\* – In cases where mediation does not lead to a resolution, external arbitration may be recommended.

6. Escalation Procedures

If complaints cannot be resolved internally, parties may:

- \*\*Escalate concerns to industry regulatory bodies\*\* such as OFSTED or the Local Authority Designated Officer (LADO).

- \*\*Request an independent review