

COMMENTS, COMPLAINTS AND WHISTLEBLOWING POLICY

Footprints aim to provide a safe, caring and welcoming environment where your opinions are valued. We encourage and welcome feedback from our Parents, Clients and Staff. Comments and Complaints are an opportunity for us to learn or to put things right. This policy will be displayed within the building, made known to staff and made available on request.

1. If you have a comment OR complaint to make however small it may seem, please speak to a lead member of staff who will gather written information and will always share your comment with their manager. Resolving concerns as they arise is best but not always possible. The concern may then be passed up to a manager for a response within 7 days.
2. Anonymous comments may be made in one of our suggestion boxes, but no response will be given.
3. If you are not satisfied that the matter has been resolved by the member of staff or their manager, you may take the complaint to the Chief Executive Officer (address and phone number is below) for a response within 14 days.
4. If you are still not satisfied that the matter has been resolved, you may take the complaint to the Chair of Trustees (at the same address) and expect a response within 28 days.
5. If you are still not satisfied the next step is for you to contact a regulatory body under their formalised procedures outside of our control.
 - 5.1. Childcare OFSTED (**Piccadilly Gate, Manchester, M1 2WD**)
 - 5.2. Other Charity Commission (www.charity-commission.gov.uk),
Information Commissioner (www.ico.org.uk)
6. We understand that a complaint about a member of staff may need to be made straight to their manager. In case of fraudulent or illegal activity we would recommend direct contact with an outside body such as the police.
7. All Comments and Complaints will be recorded and reviewed by our managers according to the recommendations in the revised Early Years Foundation Stage or other relevant external body where applicable.

Reviewed by: Trustees 21/09/17, Managers Sep 2017 **Next review:** Trustees 2020, Managers 2018