



Funding Early Years Entitlement Complaints Procedure

The complaints procedure for funding early years entitlements involves several stages to ensure that complaints are addressed fairly and efficiently.

Here's a summary of the process:

1. **Initial Contact:** Parents or caregivers should first discuss their concerns with the early years' provider. If they are not satisfied with the outcome, they can write to the appropriate authority, such as the Families Information Service or the Early Years Finance and Regulations Manager, as applicable.
2. **Written Complaint:** If the initial discussion does not resolve the issue, parents or caregivers can submit their complaint in writing. This can be done via email or by contacting the local authority directly.
3. **Review Process:** If the complaint is not resolved at the provider level, it may be escalated to a review by the local authority or the Local Government Ombudsman.
4. **Ombudsman Inquiry:** If parents or caregivers remain dissatisfied with the resolution, they can seek an investigation from the Local Authority Ombudsman.
5. **Confidentiality:** Complaints are treated confidentially, and all parties involved are expected to act with courtesy and respect.

This process ensures that complaints are handled with integrity and that parents or caregivers have a clear pathway to address their concerns regarding early years entitlements.

Please see a link below to the Leicestershire County Councils' website

<https://www.leicestershire.gov.uk/about-the-council/contact-us/compliments-and-complaints>