

## **AfC Early Education Funding Complaints Policy**

The Provider should ensure they have a complaints procedure in place that is published and accessible for parents who are not satisfied their child has received their free entitlement in the correct way, as set out in this agreement and in Early Education and Childcare Statutory guidance for Local Authorities.

AfC expects that the majority of complaints will be resolved locally using the providers own complaints procedure.

If a parent is not satisfied that their child has received the funding in accordance with the legislation or as set out in the provider agreement and in the Early Education and Childcare Statutory guidance for Local Authorities, and has not been able to resolve their concern directly with their provider, they should contact AfC.

Where a parent is not satisfied with the response they may contact the Local Authority Ombudsman. Such complaints will only be considered when the local complaints procedures have been exhausted. who will investigate the parent's complaint and will ask the provider to provide information regarding the complaint within a specified timescale.

If a parent or provider has a concern or a complaint about how AfC are administering the funding or about a member of the team please contact early years on [early.years@achievingforchildren.org.uk](mailto:early.years@achievingforchildren.org.uk)

If a parent or provider is not satisfied with the way in which their complaint has been dealt with by AfC or believes AfC has acted unreasonably, they can make a complaint to the relevant Local Authority online at <https://www.achievingforchildren.org.uk/contact-us-2/complaints/>

If a parent or provider is not satisfied with the way in which their complaint has been dealt with by the local authority or believes the local authority has acted unreasonably, they can make a complaint to the Local Authority Ombudsman. Such complaints will only be considered when the local complaints procedures have been exhausted

<https://www.lgo.org.uk/>