

# **Complaints Procedure Relating to the Administration of the Free Early Education Entitlement (FEEE)**

## **Information for Childcare Providers**

This complaints procedure is designed to support those providers who are delivering the FEEE. The procedure relates to issues concerning the Local Authority's (LA) administration of the FEEE.

Providers who are not satisfied with the way in which the funding has been administered have a right to express their concern in writing to:

FAO: Jo Fisher  
Childcare Sufficiency and Development Team Manager  
Early Years Inclusion and Childcare Service  
Leicestershire County Council  
Room 600  
County Hall  
Glenfield  
Leicestershire  
LE3 8RF

Or email [feee@leics.gov.uk](mailto:feee@leics.gov.uk)

Upon receipt of your complaint the LA will:

- allocate an investigating officer and send an acknowledgement of the complaint received within 24 hours or the next working day
- aim to resolve your complaint within 10 working days, providing a full account of our findings and any actions resulting from the investigation
- inform and update providers where this timescale cannot be met.

The LA will consider complaints in line with statutory and local guidance and the terms and conditions identified in the Provider Agreement.

For more information or to access any of the above information and guidance documents, please visit the [FEEE website](#).

If following the outcome of the investigation, providers have continued concerns, these must be raised via the [Corporate Complaints Procedure](#).

## **Complaints Procedure Relating to the Administration of the Free Early Education Entitlement (FEEE)**

### **Information for Parents**

This complaints procedure is designed to support those parents who have been accessing the FEEE. The procedure relates to parents who have a complaint to make regarding a provider's administration of the FEEE funding.

Parents who are not satisfied with the way in which the funding has been administered have a right to express their concern in writing to:

FAO: Jo Fisher  
Childcare Sufficiency and Development Team Manager  
Early Years Inclusion and Childcare Service  
Leicestershire County Council  
Room 600  
County Hall  
Glenfield  
Leicestershire  
LE3 8RF

Or email [feee@leics.gov.uk](mailto:feee@leics.gov.uk)

Upon receipt of your complaint the LA will:

- allocate an investigating officer and send an acknowledgement of the complaint received within 24 hours or the next working day
- aim to resolve your complaint within 10 working days, providing a full account of our findings and any actions resulting from the investigation
- inform and update parents where this timescale cannot be met.

The LA will consider complaints in line with statutory and local guidance.

For more information or to access any of the above information and guidance documents, please visit the [FEEE website](#).

If following the outcome of the investigation, parents have continued concerns, these must be raised via the [Corporate Complaints Procedure](#).