

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 way in which the funding has been administered have a right to express their concern in writing to:

FAO: Jo Fisher
Childcare Sufficiency and Organisational Development Team Manager
Early Learning and Childcare Service (0-5 Learning)
Leicestershire County Council
Room 100a
County Hall
Glenfield
Leicester
LE3 8RA or email feee@leics.gov.uk

Upon receipt of your complaint the LA will:

- allocate an investigating officer and send an acknowledge 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 the 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](#).