

Early Education and Childcare Agreement: Early years provision free of charge and free childcare, 2017

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.

Parents are encouraged to raise immediate concerns with their provider.

The provider should resolve parent complaints using their own published complaints process. In most instances it is expected that the provider will be able to respond to the complaint, explain why they are unable to resolve the complaint if indeed they cannot and whether the parent needs to take any further action such as submitting their complaint to them in writing.

If a parent is not satisfied with the outcome of the complaint, the provider should inform the parent that they have the right to contact the Council Early Years and Childcare Service on fis@islington.gov.uk

The Early Years and Childcare Service will investigate the complaint and inform the parent and the provider of the outcome. The council may recommend actions for a provider to ensure that the free early education is delivered in line with the Department for Education statutory requirements.

The provider should note this procedure does not duplicate or replace the provider's own complaints procedures nor does it replace any complaints procedures relating to Ofsted or the complaints procedure of Islington Council.

Where matters of a parent's complaint refers to quality of provision these will be directed to Ofsted.

Matters relating to concerns and issues regarding safeguarding will be directed in accordance with the Local Safeguarding Children Board processes.

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.