

EYE COMPLAINTS PROCEDURE

We are committed to ensuring the Early Years Entitlement is delivered by high quality early years providers. It is the intention in Lincolnshire for all 3 & 4 year old children to be able to access a safe, stimulating environment ensuring a consistent and accessible service that meets the needs of the children and families.

We will give prompt and serious attention to any concerns raised about the EYE delivery in settings included in the Directory of Providers.

It is the hope of the Birth to Five Service that all concerns will reach a satisfactory conclusion for all concerned. To help us to achieve that outcome the following procedure will be followed.

Any parent/carer who has a concern about any aspect of a setting is encouraged to discuss this with the setting directly. The Birth to Five Service would hope that most complaints will be resolved informally at the initial stage of concern with the early years provider. Where this is not possible, the following steps should be taken:

Stage 1 - Formal Complaint

If you make a formal complaint, the Lead Early Years Consultant (EYE) will deal with your problem. You will receive an acknowledgement within 5 working days of receipt of your complaint and a full reply within a further 10 working days. However, if we are unable to respond fully within these timescales, we will notify you and provide a response as soon as possible.

Stage 2 - Referral

If you are not satisfied with our response after Stage 1, you can ask the Head of Service to investigate. Within 10 working days of this you will receive a further reply or you will be informed of the progress being made.

Stage 3 - Review

After Stage 2, if you are not satisfied then you can refer the complaint to the Director of Children's Services. The Director may then instigate an independent investigation by an Officer of the Council not previously involved in the complaint, and will respond to you directly.

The Birth to Five Service Complaints Procedure ends at Stage 3. If you are still not satisfied you can contact the Local Government Ombudsman. The Ombudsman will not look at the merits of your complaint but may investigate how the County Council has dealt with it.

You can contact the Ombudsman at the following:

Tel: 0845 602 1983

Email: advice@lgo.org.uk