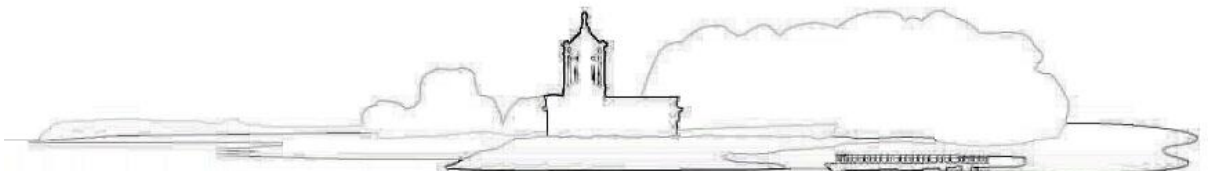


Rutland County Council

**Complaints and Appeals Procedure Relating to the
Administration
Of the Free Early Education Entitlement**



Information for Early Years Providers

This complaint or appeals procedure is designed to support those providers who are delivering the Free Early Education Entitlement.

The procedure relates to issues concerning the Local Authority's (LA) administration or withdrawal of the Free Early Education Entitlement.

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:

Head of Service for Learning and Skills
Rutland County Council
Catmose House
Catmose Street
Oakham
Rutland
LE15 6HP

Upon receipt of your complaint or appeal the LA will:

- allocate an investigating officer and send an acknowledgement of the complaint or appeal received within 72 hours or three working day
- aim to resolve your complaint or appeal 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 or appeals in line with the statutory and local guidance and the terms and conditions identified in the Provider Agreement.

If following the outcome of the investigation providers have continued concerns these must be raised via the Rutland County Council Compliments, Comments and Complaints Policy and Procedure.



Rutland County Council
Catmose, Oakham, Rutland LE15 6HP

01572 722 577

enquiries@rutland.gov.uk

www.rutland.gov.uk