

# Complaints Procedure

Complaints handling policy

## Complaints policy

We are committed to providing a high-quality service to all our customers. When something goes wrong, we need you to tell us about it. This will help us to improve our standards. If you have a complaint, please contact us, and provide us with any relevant information. We have up to 28 working days to consider and try and resolve your complaint. If more time is required due to possible investigations that need to be carried out, we will write to you informing you of this and will provide you with an estimated date of completion. If we have not resolved your complaint within this time you may proceed to the Legal Ombudsman.

## What will happen next?

1. We will send you written correspondence acknowledging receipt of your complaint within 5 working days of receiving it, enclosing a copy of this procedure.
2. We will then investigate your complaint. This will normally involve passing your complaint to the member of staff who acted for you.
3. Our **Designated Senior Member of Staff** will contact you to discuss and hopefully resolve your complaint. The aim is to do this within 14 working days of sending you the acknowledgement letter.
4. Within 5 working days of contacting you, we will write to you to confirm what took place and any solutions agreed with you.
5. If you do not want a meeting or it is not possible, we will send you a detailed written reply to your complaint, including suggestions for resolving the matter.
6. At this stage, if you are still not satisfied, you should contact us again and we will arrange for someone unconnected with the matter at the firm to review the decision.
7. We will write to you within 14 working days of receiving your request for a review, confirming our final position on your complaint and explaining our reasons.
8. If our **Designated Senior Member of Staff** is unavailable. Our **Deputy Member of Staff or Nominated Member of Staff** will be available to act on their behalf.
9. Preferred method of communication is via the FunTech Portal and/or email. If this is not possible, a written letter will be sent via post.

### Designated Senior Member of Staff

#### Sheineez Barber

01628 621216 Ext 10

[shen@funtech.co.uk](mailto:shen@funtech.co.uk) & CC [enquiries@funtech.co.uk](mailto:enquiries@funtech.co.uk)

#### Anisha Patel

01628 621216 Ext 1004

[anisha@funtech.co.uk](mailto:anisha@funtech.co.uk) & CC [enquiries@funtech.co.uk](mailto:enquiries@funtech.co.uk)

### Deputy Member of Staff

#### Mamta Chauhan

01628 621216 Ext 12

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### Nominated Members of Staff

#### Adrian Mihalache

01628 621216 Ext 14

[adrian@funtech.co.uk](mailto:adrian@funtech.co.uk) & CC [enquiries@funtech.co.uk](mailto:enquiries@funtech.co.uk)

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