

## Free Entitlement (FE) for 2, 3- & 4-year-old year olds (Universal & Extended) Complaints Process

The Council's complaints procedure for parents who are not able to resolve their concern directly with the provider where the parent is not satisfied that their child has received their free entitlement in accordance with the legislation or as set out in the FE Agreement and in Early Education and Childcare Statutory Guidance for Local Authorities is set out here:

