FunTech 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 inform you 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 an acknowledgement of your matter.

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. 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 Members of Staff** are unavailable. Our **Deputy Member of Staff** or **Nominated Members 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. If you would prefer a meeting, please let us know.

Designated Senior Member of Staff
Sheineez Barber
01628 621216 Ext 51
shen@funtech.co.uk & CC enquiries@funtech.co.uk

Anisha Patel
01628 621216 Ext 1004
anisha@funtech.co.uk & CC enquiries@funtech.co.uk

Deputy Member of Staff
Mamta Chauhan
01628 621216 Ext 12
mamta@funtech.co.uk & CC enquiries@funtech.co.uk

Nominated Members of Staff
Louis Cochrane
01628 621216 Ext 1010
louis@funtech.co.uk & CC enquiries@funtech.co.uk

Adrian Mihalache
01628 621216 Ext 14
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Ofsted Childcare Registers:
Childcare providers non-domestic premises

Should you have any queries or concerns regarding the Ofsted Childcare Register, please contact Head Office on 01628 621216. Alternatively, for direct queries to Ofsted please contact them on 0300 123 4234 or email enquiries@ofsted.gov.uk

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