

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 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 it within this time you may complain to the Legal Ombudsman.

What will happen next?

1. We will send you a letter acknowledging receipt of your complaint within three 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 Deputy Member of Staff Mamta Chauhan or Huma Khan will make contact with you or invite you to discuss and hopefully resolve your complaint. She will do this within 14 days of sending you the acknowledgement letter.
4. Within three days of making contact or meeting with 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, within 21 days of sending you the acknowledgement letter.
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 his/her own decision.
7. We will write to you within 14 days of receiving your request for a review, confirming our final position on your complaint and explaining our reasons.
8. If Mamta Chauhan or Huma Khan are unavailable; our Designated Senior Member of Staff (Sheineez Barber) or Nominated Members of Staff (Adrian Mihalache or Anisha Patel) will be available to act on her behalf.

Designated Senior Member of Staff

Sheineez Barber

01628 621216 Ext. 209 | shen@funtech.co.uk

Deputy Member of Staff

Mamta Chauhan

01628 621216 Ext. 202 | mamta@funtech.co.uk

Huma Khan

01628 621216 | huma@funtech.co.uk

Nominated Member of Staff

Anisha Patel

01628 621216 | anisha@funtech.co.uk

Adrian Mihalache

01628 621216 | adrian@funtech.co.uk

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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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