



# Early Years Education Funding



## Complaints Procedure

### Providers

Devon County Council is required to publicise a complaints procedure so that providers know how to complain if necessary. The Early Years and Childcare Service aims to resolve issues as soon as possible and before a formal complaint is made.

Providers wishing to complain about matters related to the Early Years Education Funding for two- three- or four-year-olds or the Early Years Pupil Premium funding and Devon County Council, should firstly:

**Telephone** the Early Years Education Funding Helpdesk on 01392 385530 or

**Email** [eyef@devon.gov.uk](mailto:eyef@devon.gov.uk) or

**Write** to EYEF Helpdesk, Early Years and Childcare Service, Room 170, County Hall, Exeter, Devon EX2 4QD

If the Early Years and Childcare Service are unable to satisfactorily resolve the concern then the **Corporate Customer Feedback Process** should be followed. This can be accessed at:  
[www.devon.gov.uk/feedback](http://www.devon.gov.uk/feedback)

### Parents

Devon County Council is also required to publicise a complaints procedure for parents who are not satisfied that their child has received their free early years education place or with any aspect of the way in which they have received it. Parents should:

**Telephone** the Early Years Education Funding Helpdesk on 01392 385530 or

**Email** [eyef@devon.gov.uk](mailto:eyef@devon.gov.uk) or

**Write** to EYEF Helpdesk, Early Years and Childcare Service, Room 170, County Hall, Exeter, Devon EX2 4QD

If the Early Years and Childcare Service are unable to satisfactorily resolve the concern then the **Corporate Customer Feedback Process** should be followed. This can be accessed at:  
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