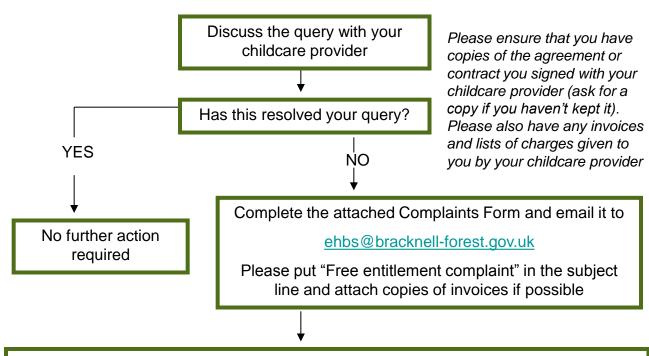
## Bracknell Forest Council Complaints Procedure

(for parent/carer complaints regarding access to the free entitlement to early education)





You will receive an email acknowledgement of your complaint.

The Early Help Business Support Team will contact the provider and review their documentation and processes (this will be done in complete confidence and your name will not be given unless you are happy for us to do so).

We aim to provide a written response as quickly as possible, and no later than 15 working days, but will always keep you updated with progress wherever possible.

