

Have your Say – Complaints Procedure

Community Access, Childcare and Early Years Team (CACEY)

The Enfield CACEY service is committed to providing a high quality service and we regularly evaluate our services in order to measure the standard of our performance.

We want to get things right but sometimes things go wrong. Perhaps you feel that we have not done something we should have done, have not treated you fairly or politely or we have done something badly.

If you feel that we have failed to provide a good standard of service we want to know about it. This helps us to try and put things right and learn from our mistakes. We treat all complaints seriously but sometimes, when things go wrong, we are only able to explain ourselves and apologise. Equally, if we have done something well, we want to hear from you. This tells us where we are succeeding and helps us to build on our strengths. We can be contacted through our front line service, Informed Families on 020 8482 1066 or on if@enfield.gov.uk

We hope to be able to settle complaints quickly and informally and all CACEY staff will try and put things right when you first contact us. However, if you feel we have been unable to resolve your complaint satisfactorily you may wish to use the London Borough of Enfield “Have your Say” complaints procedure. Information about the procedure, including a customer complaints form, is available from Enfield Council on 020 8379 1000 or you can complete a complaints form online at www.enfield.gov.uk

This complaints procedure refers to complaints about CACEY. Should you have a complaint about a childcare provider please contact Ofsted on 08456 404040.