



**EAST DUNBARTONSHIRE COUNCIL**

**EARLY YEARS ADMISSIONS POLICY 2019**

**DECEMBER 2019**

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## 1. Rationale

### 1.1 Quality early learning and childcare

East Dunbartonshire Council (the Council) is committed to the provision of high quality early years for all children. The Council aim to provide places that meet the needs and demands of both children and families, offering flexible, affordable and accessible provision where possible. This document provides guidance on the admission of 0-5 year old children into local authority early years centres. The policy also covers the application process for all three and four year old children and entitled two year olds accessing places with a funded provider and childminders, which are in partnership with the Council.

The Early Years Admissions Policy sits within the context of the Education Service Early Years Strategic Plan and the Early Years Charging Policy.

The Council will deliver the expansion of early learning and childcare from August 2020 in accordance with the Scottish Government: Blueprint for 2020. All children aged three and four, and two year olds who meet the eligibility criteria, will be entitled to access 1140 funded hours.

The Children and Young People (Scotland) Act 2014 determines the eligibility of children entitled to early learning and childcare and the policy has been updated to reflect the increase to 1140 funded hours.

## 2. 1140 Hours Delivery Models

### 2.1 Overview

The new pattern of attendance available in local authority early years centres is outlined below:

#### Option 1 - Funded hours only with no fees – extended year (48 weeks)

Times	Blocks	Funded hours only with no fees
8:00am -12.45pm	1	A combination of both am/pm /and/or full days can be taken. With a maximum of five blocks in any one week.
1:00pm - 5.45pm	1	
8:00am - 5.30pm	2	

#### Option 2 - Funded hours with additional wrap around – extended year (48 weeks)

Times	Funded hours with additional wrap around
8:00am - 12.45pm	A combination of hours can be chosen from blocks detailed. Any hours over 23 hours 45 minutes per week will be charged at the hourly rate specified in the guidance notes and charging policy.
1:00pm - 5.45pm	
8:00am - 5:00pm	
8:00am - 5.30pm	
8:00am - 6:00pm	

**Option 1 and Option 2 funded hours are delivered over the full year (48 weeks). Funded hours start from 1 August to 31 July.**

**\*Option 3 – Funded hours only with no fees - term time (38 weeks)**

<b>Time</b>	<b>Funded hours only - no fees</b>
9:00am -3:00pm	Pattern follows school term and hours

**\*Option 3 funded hours are delivered over 38 weeks - term time.**

**Funding hours start from the start of new school term. This applies only to Craighead Early Years Centre in Milton of Campsie and Meadowburn Gaelic Medium Years Centre in Bishopbriggs.**

**2.2 Local authority provision**

Allocation of places will be completed by locality area, using the admissions criteria banding outlined in **section 3**. Each locality provides a range of provision. The locality areas are set out in the table below.

<b>Locality</b>	<b>Local Authority Early Years Centre</b>	<b>Provision</b>
<b>Bearsden/Milngavie /Torrance</b>	Baljaffray Early Years Centre	3-5 year old Extended year, 8am-6pm
	Bearsden Early Years Centre (New centre in Bearsden)	2-5 year old Extended year, 8am-6pm
	Castlehill Early Years Centre	2-5 year old Extended year, 8am-6pm
	Clober Early Years Centre	2-5 year old Extended year, 8am-6pm
	Colquhoun Park Early Years Centre	2-5 year old Extended year, 8am-6pm
	Killermont Early Years Centre	3-5 year old Extended year, 8am-6pm
	Milngavie Early Years Centre	3-5 year old Extended year, 8am-6pm
	Oakburn Early Years Centre (New centre in Milngavie)	2-5 year old Extended year, 8am-6pm
	Torrance Early Years Centre	3-5 year old Extended year, 8am-6pm
<b>Bishopbriggs</b>	Auchinairn Early Years Centre	2-5 year old Extended year, 8am-6pm
	Cleddens Early Years Centre	0-5 year old Extended year, 8am-6pm
	Meadowburn Early Years Centre	3-5 year old Extended year, 8am-6pm
	*Meadowburn Gaelic Medium Early Years Centre	3-5 year old 9am-3pm, 38 weeks (term-time)

<b>Kirkintilloch/Lenzie Milton of Campsie/ Lennoxtown Twechar</b>	Craighead Early Years Centre	2-5 year old. 9am-3pm, 38 weeks (term-time)
	Gartconner Early Years Centre	2-5 year old Extended year, 8am-6pm
	Hillhead Early Years Centre	0-5 year old. Extended year, 8am-6pm
	Holy Family Early Years Centre	3-5 year old Extended year, 8am-6pm
	Lairdsland Early Years Centre (New centre in Kirkintilloch)	2- 5 year old. Extended year, 8am-6pm
	Lennoxtown Early Years Centre	2- 5 year old. Extended year, 8am-6pm
	Lenzie Meadow Early Years Centre	2-5 year old Extended year, 8am-6pm
	Twechar Early Years Centre	2- 5 year old. Extended year, 8am-6pm

**\* Meadowburn Gaelic Provision is open to all EDC residents**

### **2.3 Meals and snacks**

All eligible children accessing 1140 hour provision will be entitled to a funded meal, provided during their funded hours allocation. Details of the meals provided can be accessed from the early years centres.

Snacks will be provided throughout the day for all children.

### **2.4 Funded provider early years centres and childminders in partnership with the Council**

Funded providers is a term introduced by the Scottish Government to mean any provider of the funded early learning and childcare hours; including local authority provision or providers in the private, independent or third 'not-for-profit' sectors, and childminders.

In order to become a funded provider within the Council, providers are required to meet the Scottish Government National Standard for Early Learning and Childcare providers. Local authorities are the guarantors of quality provision.

Applicants can choose to use their entitlement with a funded provider and/or a childminder, who are in partnership with the Council, and have met the criteria outlined in the Scottish Government National Standard as detailed above. Providers are required to meet these standards and financial sustainability as outlined in the Council's tendering process.

Applicants can access their child's funding entitlement from funded providers who have gained partnership with the Council.

Applicants should contact their chosen provider to ensure they are in partnership. Providers who are not in partnership will not receive funding for the entitled hours.

All funded providers who are in partnership with the Council are detailed on the Council's website.

Applicants are required to complete the funding application via the Council's online application form. The funded provider will have responsibility for allocating the spaces in their own early years centre. Applicants should ensure a place is confirmed with the chosen provider prior to applying for funding.

## **2.5 Split/shared placement**

Applicants can access their funding with more than one provider. An example of this is a local authority early years centre and a funded provider early years centre and/or a childminder. Another example is to split funding across two early years centres or childminders in different council areas.

A minimum of two blocks are required with any provider to support continuity for children.

## **3. Allocation of Places**

### **3.1 Eligibility criteria**

The criteria for eligibility is determined by Scottish Government. It is detailed below:

- All children aged four are eligible for a funded place.
- Three year old children become eligible for funded early learning and childcare the day after their third birthday.
- Two year olds who are (or have been since they turned two) cared for by the local authority (looked after and accommodated) are eligible as detailed in section 4.2.4
- Two year olds who are (or have been since they turned two) cared for under a kinship care order, are eligible as detailed in section 4.2.4
- Two year olds from families assessed as requiring support (see section 8), are eligible as detailed in section 4.2.4
- Children aged two from households in receipt of certain benefits\* (detailed below), are eligible as detailed in section 4.2.4
  - a) Income Support
  - b) Job Seeker's Allowance (income based)
  - c) Any income related element of Employment and Support Allowance
  - d) Incapacity or Severe Disablement Allowance
  - e) State Pension Credit
  - f) Child Tax Credit (but not Working Tax Credit) where income is less than £16,105.
  - g) Both maximum Child Tax Credit and maximum Working Tax Credit and income is under £7,320\*
  - h) Support under part VI of the Immigration and Asylum Act 1999
  - i) Universal Credit (this can be claimed if income is less than £610 per month)

### 3.2 Admission criteria

The criteria details the process for all eligible children to ensure places for funded hours are allocated fairly.

<b>Criteria 1</b>	<b>Child Protection and Safeguarding</b>
a)	Referral of a child by the Social Work Department who is deemed to be in need of protection – automatic admission.
b)	Referral of a child by the professionals below, who is deemed to be in need of protection – automatic admission. <ol style="list-style-type: none"> <li>i. Social Work Department</li> <li>ii. Psychological Services</li> <li>iii. Health Professionals</li> </ol>
c)	Referral from Social Work Department to support young parent(s) wishing to remain in school.
d)	Requests for Assistance from Social Work, Health or Education will be considered by a Locality Admissions Panel (LAP) ( <i>see section 8</i> ).

<b>Criteria 2</b>	<b>Deferred and Returning children</b>
a)	Any child, who turns five in January or February and parents have completed a deferred entry to school application form.
b)	Any child born August to December, whose parents have exercised the right to defer entry to primary school. ( <b>See section 4.4</b> )
c)	Children returning to the same local authority early years centre for their four year old place

<b>Criteria 3</b>	<b>All other applicants resident within East Dunbartonshire Council</b>
a)	<p>A percentage of places will be ring fenced for the funded hour entitlement for new three year old children within each early years centre to ensure a mix of age groups across all centres.</p> <ol style="list-style-type: none"> <li>i. Within locality</li> <li>ii. Siblings that attend the same early years centre</li> <li>iii. Should demand outweigh places applications will be prioritised by child's date of birth. Where there is one place and more than one child share the same date of birth, a ballot would take place.</li> </ol> <p>Where demand outweighs places for the ring fenced 3 year old places, application will be considered under 3c.</p>



b)	Returning deferred children (2a or 2b) or four year old children (2c) wishing to amend their attendance pattern.
c)	Any other new applications for the early years centre, for children aged four or three years old. <ul style="list-style-type: none"> <li>i. Within locality</li> <li>ii. Siblings that attend the same early years centre</li> <li>iii. Should demand outweigh places applications will be prioritised by child's date of birth</li> <li>iv. Where demand outweighs capacity for first choice early years centre we will aim to offer second choice early years centre; failing that, another early years centre in that locality will be offered (Section 2.2)</li> </ul>
d)	Outside locality within EDC

<b>Criteria 4</b>	<b>All other applicants resident out with East Dunbartonshire Council</b>
	Children residing out with East Dunbartonshire will be considered for a funded place after all East Dunbartonshire resident children have been accommodated.  Due to the high demand for places from East Dunbartonshire residents for local authority early years centres, applicants living out with East Dunbartonshire Council are advised to also apply to their own local authority for a funded place.

### 3.3 Non-funded hours

In local authority early years centres, for new applications for non-funded hours, allocations will be made where capacity allows and will be prioritised as per the admissions criteria set out in 3.2.

## 4. Applying for a Place

### 4.1 Babies aged six weeks to two years olds

#### 4.1.2 Local Authority provision for babies aged six weeks to two years old

Three early years centres offer places for children under the age of two:

Cleddens Early Years Centre , Bishopbriggs
Lennoxtown Early Years Centre , Lennoxtown
Hillhead Early Years Centre , Kirkintilloch

#### 4.1.3 How to apply for a place for a child under two years

Each of the early years centres detailed above provide paying and Local Admissions Panel (LAP- see section 8) supported places. Applicants who seek paying places or a supported place apply directly to their chosen early years centre. Any child assessed as requiring support, must have a Request for Assistance from Social Work, Health or Education to support the application. Allocations for children under two years old are managed within the early years centre.

Supported places are allocated with an expectation that parents will engage in some work related activity, such as job seeking, employability programmes, training, studying, centre events and family support programmes such as parenting programmes. Engagement with services will inform the outcome of the termly review LAP meetings.

Applicants are made aware that a place for a child under two years does not automatically mean they will transition to a two year old place within that early years centre, as this is dependent on availability. However where possible the transition will be facilitated to provide continuity for the child.

#### 4.1.4 Admissions process and criteria for children under two years old, resident within East Dunbartonshire Council

The criteria below ensures allocation of places for children under two years are carried out fairly.

Criteria 1	Criteria for children under two years old, resident within East Dunbartonshire Council
a)	Child protection (as outlined in section 3)
b)	<ul style="list-style-type: none"> <li>i) Resident in locality</li> <li>ii) Resident outside locality but within EDC</li> </ul>

#### 4.2 Two to three year old places

4.2.1 The local authority early years centres detailed below offer provision for children aged two to three. Funded providers may have capacity for two year old children that meet the criteria. Applicants must secure places with funded providers prior to applying for funding (see section 4.2.2)

Local Authority Early Years Centre	Area	Locality
*Bearsden Early Years Centre	Bearsden	Bearsden/Milngavie /Torrance
Castlehill Early Years Centre	Bearsden	Bearsden/Milngavie /Torrance
Colquhoun Park Years Centre	Bearsden	Bearsden/Milngavie /Torrance
Clober Early Years Centre	Milngavie	Bearsden/Milngavie /Torrance
*Oakburn Early Years Centre	Milngavie	Bearsden/Milngavie /Torrance
Auchinairn Early Years Centre	Bishopbriggs	Bishopbriggs
Cleddens Early Years Centre	Bishopbriggs	Bishopbriggs
*Lairdsland Early Years Centre	Kirkintilloch	Kirkintilloch/Lenzie and the Villages

Local Authority Early Years Centre	Area	Locality
Gartconner Early Years Centre	Kirkintilloch	Kirkintilloch/Lenzie and the Villages
Hillhead Early Years Centre	Kirkintilloch	Kirkintilloch/Lenzie and the Villages
Lennoxtown Early Years Centre	Lennoxtown	Kirkintilloch/Lenzie and the Villages
Lenzie Meadow Early Years Centre	Lenzie	Kirkintilloch/Lenzie and the Villages
Craighead Early Years Centre	Milton of Campsie	Kirkintilloch/Lenzie and the Villages
Twechar Early Years Centre	Twechar	Kirkintilloch/Lenzie and the Villages

**\*New early years centres**

**4.2.2 How to apply for a place for a child aged two years**

Applicants should complete the appropriate application form as detailed below. Application forms must be completed online via the Council's website. A birth certificate, council tax bill and utility bill must be uploaded at the time of completing application and, where applicable, proof of entitlement.

Applicants that require formal support through Request for Assistance by Social Work, Health or Education, are still required to complete an application form as described above. Early years centres manage the allocation process for two year olds places. If the first and second choice early years centre cannot be allocated, the nearest place the home address within the locality will be offered. Two year old entitled places can be accessed the term after the child's second birthday. Children who are not eligible and have applied for a paying place can access early learning and childcare from their child's second birthday, subject to availability.

Supported places that have been assessed by the LAP as requiring support can be allocated from the day after the child's second birthday, subject to availability and with the expectation that parents will engage in some work related activity such as job seeking, employability programmes, training, studying, early years centre events and family support programmes such as parenting programmes. Engagement with services will inform the outcome of the termly review LAP meetings.

Applicants are required to complete an application for their entitled funded three year old place.

There is no guarantee that the funded three year old place will be allocated in the same early years centre. Places are dependent on the early years centre capacity and admission criteria. However, where possible, the transition will be facilitated to provide continuity for the child.

### 4.2.3 Admission process and criteria for children aged two

The criteria set out below ensures the allocation of places for children under two years is carried out fairly.

<b>Criteria 1</b>	<b>Criteria for children two to three years old, resident within East Dunbartonshire Council</b>
a)	Child protection (as outlined in section 3)
b)	<ul style="list-style-type: none"> <li>i) Resident in locality</li> <li>ii) Resident outside locality but within ED</li> </ul>

<b>Criteria 2</b>	<b>Criteria for children two to three years old, resident within East Dunbartonshire</b>
a)	Meet the eligibility criteria for funded early learning and childcare place for two year olds (outlined in section 3)

<b>Criteria 3</b>	<b>Criteria for children aged two who are not eligible but have applied for a paying place</b>
a)	<p>Children who are not eligible but parents are paying for the place will be allocated with the following priority</p> <ul style="list-style-type: none"> <li>i) Resident within locality;</li> <li>ii) Has a sibling that attends the same early years centre;</li> <li>iii) Resident outside locality within EDC</li> </ul>

### 4.2.4 Eligible two year olds start date

Eligible two year olds will be entitled to begin their place on the term following their second birthday, as set out in the table below:

<b>If a child is born from:</b>	<b>They will be eligible to start:</b>
1 March to 31 August	August
1 September to 31 December	January
1 January to 28 February	April

## 4.3 Three and four year old places

Children are eligible for funding from the day after their third birthday. For children whose birthday falls on a holiday, funding will commence the first day after the holiday. Funding is allocated in line with the delivery model as set out in section 2.

### 4.3.1 How to apply for a place for a three or four year old child

Applicants should complete the appropriate application form as detailed below (see 4.5). Application forms should be completed online via the Council's website. A birth certificate, council tax bill and utility bill should be uploaded at the time of completing

application. Applications will be open from January until the last day of February each year.

- Any applicant having difficulty accessing the online application can contact Early Years Shared Services or a local authority early years centre, alternatively seek support from their locality community HUB.
- Any applicants that require formal support through Request for Assistance by Social Work, Health or Education, are still required to complete an application form as described above.
- Information about applying for places and the date for the receipt of completed application forms are advertised in the community through posters, website and social media.
- The Council endeavour to allocate first choice placement, however, a second choice of early years centre is requested, should a place not be available at the first choice early years centre.
- If the first and second choice early years centre cannot be allocated, another local authority early years centre within the locality will be offered.
- All applications received after the closing date will be subject to available places and funding.

#### **4.4 Deferred entry to school**

Applicants may request to defer their child's entry to primary school by completing a deferred entry form available on the Council's website prior to the last day in January. This may be due to their child's additional support needs or another concern that is affecting their child's development.

Applicants have a right to defer their child if they have a birth date in January or February.

Applicants can request to defer their child if they have a birth date between August and December. This request will be considered by EYCAT, and if approved, the place will be funded for the deferred year. If EYCAT does not approve the request, the parent may choose to fund a deferred year.

*\*EYCAT is made up with representatives from the Education Inclusion Support Team, Educational Psychology, Early Years Team (including staff from early years centres) and/or other agencies who will provide the views of parents.*

#### 4.5 Application process and deadlines

Applying for a three or four year old place, or deferred entry to school place		Application form required	Deadline for submission
Deferred Entry – <i>right to defer</i>	Children born January or February	Complete an online deferred form	Last day in January
Deferred Entry <i>See guidance notes</i>	Children born August – December	Complete an online deferred form – <i>subject to EYCAT approval</i>	Last day in January
Four year old	Children aged three returning to a local authority early years centre for their four year old place	Complete the online continuation form	Last day in February
Four year old	Children aged three returning to a funded provider early years centre or childminder for their four year old place	Complete a new online registration form	Last day in February
Three year old	Children who will be turning three	Complete an online registration form	<i>See the Early Years Admissions Policy Guidance Notes</i>
Two year old	Children who will be turning two and are eligible <i>must meet eligibility criteria; see section 4.2</i> Paying places, subject to availability	Complete an online registration form	At any time
3months – two year old	Supported and paying places subject to availability <i>See section 4.1</i>	Apply directly to chosen early years centre	At any time

### 5. Funded provider early years centres and childminders in partnership with the Council

#### 5.1 Admissions

Funded provider early years centres and childminders have their own admissions policy. Applicants are required to complete the funding application form via the Council’s online application process; however the funded provider will have responsibility for the allocation of place. Applicant must ensure a place is confirmed with their chosen funded provider prior to applying for funding.

## 6. Cross boundary funding

### 6.1 Applications for children, who are resident out with East Dunbartonshire

The Council works with neighbouring authorities and have a Cross Boundary Protocol in place.

- Applications for all eligible children who are residents in other Council areas may apply for a place with any provider in East Dunbartonshire, however, funding would start the term following the child's third birthday.
- Applications will only be considered after all eligible East Dunbartonshire applications have been allocated. Therefore, applicants are required to submit an application to their resident Authority in the case that the cross boundary application cannot be met.
- Applicants must apply for funding adhering to the process and timescales outlined in section 4.5.
- As per the Cross Boundary Protocol, any late applications received after the last day in February are not guaranteed funding.

### 6.2 Admissions for children who live in East Dunbartonshire applying to other councils

East Dunbartonshire residents may wish to apply for a place in an early years centre in another council. Applicants should contact the relevant local authority directly for advice on their admissions process. Applicants are advised to also submit an application to East Dunbartonshire (see section 4.5) in the case that their Cross Boundary application cannot be met.

## 7. Allocation of places

### 7.1 Placement offers

The early years calendar runs from 1<sup>st</sup> August (or agreed start date) to 31<sup>st</sup> July.

Age group	Placement notification
Eligible two year olds	Ongoing <i>Term following second birthday</i>
Supported place, children 3 months to two year olds	Ongoing <i>When place becomes available</i>
Paying place, children 3 months to two year olds	Ongoing <i>When place becomes available</i>
Three and Four year olds	Notified first week in May <i>If applicants have requested wrap around care (additional paid hours) they must sign and return the contract prior to child starting. Failure to do so can result in a delay in a child's start date.</i>



## **7.2 Changes to allocation**

Applicants who request a change of attendance must complete an alteration form, which can be obtained, completed and returned to the early years centre. A period of four weeks' notice is required for any change. The early years centre will inform parents if the change can be accommodated. One change per term will be permitted. Any further changes within a term must be discussed with the early years centre management team.

## **7.3 Charging**

**Information on charging is detailed within the Council's Early Years Charging Policy**

- The hourly rate for early year's provision is subject to review annually.
- Invoices are issued monthly and in advance.
- Two children attending an early years centre will receive a discount of 15%, applied to the fees for the older child.
- Three or more children attending an early years centre will receive a discount of 15% applied to the fees for the two older children.
- A 10% discount is applied for any child attending a full time place (50 hours per week).
- Charges will apply for all hours allocated to children under three (unless eligible)
- Charges will apply for children who are deferring entry as a result of parental choice (August – December birth dates; not entitled to a continued funded place; not supported by EYCAT, see section 8).
- For places where applicants have purchased additional, wrap-around care, it is expected the child would not begin their extended contracted hours until following week, to support the child to settle in within the early years' centre.

## **7.4 Absence**

Applicants must inform the early years centre management team of any child with a long-term absence over a period of six weeks. In the event of a child's long-term illness, parents will not be charged for any contracted additional hours. Supporting evidence may be required.

## **8. Local Admissions Panel**

### **8.1 Locality admission panel members**

Each locality, as defined in section 2, has an established Locality Admissions Panel (LAP) to discuss and agree placement requests. LAP meetings take place termly; all new Request for Assistance are considered and current places are reviewed. The LAP team will comprise of:

- The Depute Head of Centre or other manager from early years centres in the locality;
- An officer from Early Years Team, Education Services



- Representatives from Health, Social Work or any other relevant agency, who will discuss Requests for Assistance (see section 8.2)

The Early Years Team representative will be responsible for co-ordinating the meetings, recording decisions made and informing the Early Years Service Manager of outcomes.

## **8.2 Request for Assistance**

There will be circumstances where children will require additional support, including supported hours within early years provision. All applications for additional support must be applied for by completing a Request for Assistance (RFA) form. This is usually completed by Social Work, Health or Education.

All RFA's will be considered by the Locality Admissions Panel (see section 8.1). There may be occasions when a RFA emergency place may be considered out with the LAP meetings. This will be discussed by no less than three professionals, and the decision ratified and reviewed at the next LAP meeting.

The Depute Head of Centre is responsible for informing the originator of the Request for Assistance of the decision of the LAP. The originator is responsible for informing the family of the LAP decision. Applicants should be aware that places are subject to review and may change.

The admissions criteria (see section 3) is used unless there are exceptional circumstances. This must be detailed on a RFA application form and supporting evidence submitted. Exceptional circumstances require approval by the Education Officer (Early Years and Primary) or the Chief Education Officer.

## **9. Allocation of places for children with Additional Support Needs**

### **9.1 Admissions for specialist provision**

The EYCAT (see section 4.4) assess and allocates places at specialist provision detailed below:

- Campsie View Early Years Centre
- Castlehill Enhanced Learning Resource (ELR)
- Harestanes Enhanced Learning Resource
- Wester Cleddens Enhanced Learning Resource

Places at specialist provision are subject to a 10-week contextual assessment; at the end of this period, a recommendation will be submitted to the EYCAT for consideration. The EYCAT will then recommend one of the options detailed below:

- Placement to finish. Enhanced transition to mainstream placement with support;
- Continue at the Enhanced Learning Resource/ Campsie View placement;
- Continue at the Enhanced Learning Resource/ Campsie View placement (start of P1);

- Request for alternative tier two or three early years placement.

Any allocation for places within specialist resources will be in addition to a child's funded entitlement within a mainstream setting.

## **9.2 Inclusion**

All early years centres focus on the development of a curriculum for all children. GIRFEC (Getting it Right for Every Child) principles underpin support provided to children. The Council's Including Every Learner policy details the process to ensure best outcomes for children.

## **10. Enquiries**

### **10.1 Enquiry procedure**

In the first instance, applicants who require clarification of the decisions made regarding admissions to early years centres should contact their early years centre in the first instance. If further information is required, applicants should contact customer services.

## **11. Complaints**

### **11.1 Complaints procedure**

If an applicant has a complaint regarding the admissions procedures, they can refer to the Council's complaints procedure, which is available on the East Dunbartonshire Council website.