



City of London Families Information Service Statement of service

The City of London Family Information Service (FIS) provides free and impartial information about local services, entitlement, support and events available to children, young people and families living and working in the Square Mile.

Accuracy, accessibility and response times

All information provided is kept as accurate as possible and updated regularly. The information is presented in a clear, easy-to-understand format.

Our team will respond to enquiries within 10 working days. Our system will acknowledge your enquiry so you know your message has been received.

Impartiality

- The information and advice provided will be impartial.
- No particular type of childcare provision or service is promoted.
- Information is offered on the basis of fairness to all providers.

Confidentiality and Data Protection

Strict confidentiality is guaranteed but there are exceptions:

- if there is a safeguarding risk
- if an early years setting fails to meet legal or quality requirements

Any email or phone call received is dealt with fairly and sensitively. All information is stored and used according to GDPR and the Data Protection Act 2018.

How you can help us improve our services

The City of London FIS is committed to providing the best possible service to our families. We are always looking for ways to improve our service and welcome your feedback formally or informally. You can contact us by phone, email, or via an online form (<https://www.fis.cityoflondon.gov.uk/contact-us>). This is also the way if you have any complaints.

However to complain about a childcare setting, please contact Ofsted at enquiries@ofsted.gov.uk or 0300 123 4666.

All your comments are valued. We will use them to inform and improve our service to meet the needs of our local population more effectively.