



## ***Luton Family Information Service (FIS)***

Luton Family Information Service (FIS) delivers the Family Information Services for Luton Borough Council

We provide information on all the registered childcare and non registered childcare we are aware of in Luton. We also have lots of other information relevant to families such as help with the cost of childcare and to people looking to return to work or training. The service we offer is confidential and impartial, and as accurate, and up to date as possible. We aim to make this information as easily accessible and available to all members of the public.

Our telephone helpline is 01582 54 88 88 and a member of staff is available between 8.45 a.m. and 5.15 p.m. Mondays to Thursdays and from 8.45 a.m. to 4.30p.m. on Fridays, an answer phone service is available outside of these hours. Customers can also contact the FIS team by email [fis@luton.gov.uk](mailto:fis@luton.gov.uk) There is no cost for the information provided.

Information is also available via our website, [www.luton.gov.uk/fis](http://www.luton.gov.uk/fis) and through our outreach events and activities planned throughout the year.

Luton FIS positively welcomes all compliments, comments and complaints. All comments received are used to evaluate and improve the service on an ongoing basis.

If you are not entirely happy with the service you receive, you can make a formal complaint to the FIS manager. Your complaint will be recorded in writing and dealt with promptly.

If you would like to receive a full version of our Statement of Service, please contact us.

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