



Wraparound Childcare (WAC)

Frequently Asked Questions

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General

What is Wraparound Childcare?	Childcare received before and / or after the school day during term time only (39 weeks per year). In Wales this is known as 'Out of School Care', in Scotland this is known as 'School Aged Childcare'.
How do Service families register for and claim WAC funding?	Use resources to complete five steps as described on: – <i>Discover my Benefits</i> Army, RAF, Navy or Marines (www) – <i>Defence Childcare Portal</i> on defnet or Defence Connect 1. RECORD each child on JPA. 2. CHECK a. If you meet the 'WAC eligibility criteria'. b. If your family will financially benefit from having a 'Tax-Free Childcare (TFC) account OR a salary sacrifice childcare voucher scheme'. To make an informed decision, use the childcare calculator on GOV.UK. c. How your tax allowances and brackets can be affected using the 'Grossing up' information. 3. APPLY: If your family is eligible and you choose to claim WAC funding, apply for a TFC account for each child on GOV.UK. Wait until you have your TFC account number. 4. REGISTER each child by completing the Registration form on defnet or Defence Connect. 5. CLAIM WAC funding from 1 September 2022 by following steps in the 'How to claim' flowchart. This includes using the Claims calculator on defnet or Defence Connect to work out the amount you can claim.
What can parents claim?	Up to 20 hours per week of wraparound childcare costs for before and after school clubs, per child (aged 4-11 years) during term time only. Childcare providers must be registered with OFSTED (or equivalent). The cost is capped using the regional average and maximum hourly rate. Where breakfast is an additional cost, but included within the capped rate, this can be claimed for. Where other meals or activities are a cost on top of the cost of childcare, this is payable by the parent. Like all government policies, WAC is subject to review and its terms are subject to alteration. Appropriate notice will be given of any such changes.

General

Are we able to claim for more than 20 hours when personnel are deployed or away on exercise?	No, the maximum number of hours that can be claimed is 20 hours per week, per child, during term time only.
If I don't use 20 hours for one child but use more than 20 for another, can I use one child's hours for another?	Yes, as long as your claim is within the 20 hours limit per child. E.g., if you have 2 children the maximum number of hours that you can claim for is 40, you can split those hours between the children, so if one needs 15 hours and the other needs 25 you would be within the 40 hours maximum allowance for 2 children. Children that are registered for certain Government benefits will receive up to double the capped hourly rate for a maximum of 20 hours (they can use hours that are not being used by a sibling, but they will be paid at the capped hourly rate). However, if you don't use the maximum hours one week, you cannot carry hours over to the following week.
How do I make a claim for WAC funding?	Before making any claims, please see the 'How to Claim' document (available as a resource on Discover my Benefits (www), defnet or Defence Connect). It contains all the information you need to decide whether you want to make a claim and how to submit a WAC claim.
What does 'term time only' mean?	WAC funding can be claimed for the 39 weeks of the year that schools are open. This includes teacher training days, but does not include public holidays or any school holiday time.
Will there be any changes made to the terms of the WAC scheme?	Like all government policies, WAC is subject to review and its terms are subject to alteration. Appropriate notice will be given of any such changes.

Eligibility

Who is eligible to claim WAC funding?	To be eligible to claim WAC funding the following eligibility criteria must be met: • At least one partner (or single parent) is serving as an Armed Forces Regular (including Full Time Reserve Service Full Commitment). Service personnel will be eligible following their completion of Phase 1 training until their termination date (TX). • Service Personnel (SP) has either an assignment order to a UK based unit or is serving on an unaccompanied assignment overseas involuntarily with the family residing in the UK. Military Provost Guard Service personnel are not eligible. • Dependent children aged 4 - 11 years old must attend school (including home schooled children) and be living with the Serving person for the majority of the time, except where separated for Service reasons (deployment, residential courses) or when Serving on unaccompanied assignments overseas involuntarily. • A Tax-Free Childcare (TFC) account must be set up with HMRC for each child. The childcare provider must also be signed up to the TFC scheme. • Partner must be in paid employment, starting or re-starting work within the next 31 days and have a weekly income equivalent to 16 hours at the National Minimum or Living Wage. • Both partners must each have an adjusted net income of £100,000 or less per annum. • WAC providers must be Ofsted (or equivalent) registered (includes schools and childminders).
Why are Military Provost Guard Service and Full Time Reserve Service (Home Commitment or Limited Commitment) not eligible to claim WAC funding?	This policy captures the needs of those that are most likely to be impacted by mobility and or deployment which may make it harder for their families to access the wraparound childcare that they require.

Eligibility

What is the definition of a dependent child?	A Service child in the context of this scheme is a child who the Service person has financial responsibility for, and the child lives with the Service person for the majority of the time; unless separated due to Service commitments (deployment, residential courses) or when Serving on unaccompanied assignments overseas involuntarily, with the family in the UK. Adopted children, children of long-term relationships and domestic partner children, where they meet the eligibility criteria, are eligible. Foster children are not eligible. Where the child is normally resident elsewhere for example with another natural parent or relative, the Service person will be unable to claim WAC funding. All children must be recorded on JPA; if the child is not recorded on JPA then WAC funding cannot be claimed.
What is the process if the child is not recorded on JPA?	To be eligible to claim WAC funding, Service personnel must ensure their children are recorded on JPA, your Service HR department will be able to assist with this.
Why are Foster children not eligible to join the WAC Scheme?	WAC eligibility is based on Tax-Free Childcare (TFC) criteria set by HMRC, part of the eligibility criteria for TFC is that the parent has responsibility for the child. Fostered children are 'looked after children' and the Local Authority (LA) is responsible for them. The way the LA delivers its responsibility is by employing foster carers, but the LA remains responsible for the child.
Is there a maximum number of children who can be accepted onto the WAC scheme and claim the full 20 hours per week?	There is no maximum number of children that can be accepted, as long as the eligibility criteria is met. The full 20 hours can be claimed for every eligible child

Eligibility

What age range are children eligible?	Children will become eligible to claim WAC funding once they have turned 4 years old and attend school, including home school. In England, Wales and Northern Ireland this may be in Reception class. In Scotland, this may be Nursery. Most children start school full-time in September after their 4th birthday. Children remain eligible until the end of the academic year in which they turn 11, typically, their last day of primary school education.
My child is 4, I have chosen to defer their school start date until they reach compulsory school age, they attend a registered setting full time, am I able to claim?	No. The WAC funding can only be claimed for children who have turned 4 years old and have begun attending school.
Will children over 11 years old with Special Education Needs and Disabilities (SEND) be eligible?	If they receive Disability Living Allowance (DLA, including the new Scottish DLS), Personal Independence Payment (PIP) or Armed Forces Independent Payment (AFIP), or are certified severely sight-impaired by an ophthalmologist, you will be able to claim WAC funding for your child until they turn 17-years-old (so long as all other eligibility criteria are met). You will be asked to provide evidence that they are in receipt of these allowances when you complete your registration. If your child becomes eligible for any of these allowances after your initial registration, you will need to make a change to your WAC registration on JPA.
Are children with a Special Education Needs and Disabilities (SEND) that attend special schools eligible?	Yes, as long as the eligibility criteria is met.
Do children that attend Boarding school qualify for the funding?	No, for the purpose of the WAC Scheme, children must live at home and attend school (including home school).

Eligibility

If Service personnel or their partner are on maternity leave, are they still eligible?	If they are on paid maternity leave, or in receipt of Statutory Maternity Pay they will be eligible. If they are unpaid maternity leave, they will not be eligible.
If Service personnel or their partner are on a career break, are they eligible?	No, they will not be eligible. Both parents (or sole parent in a lone parent family) must be in paid employment and have a weekly income equivalent to 16 hours at the National Minimum or Living Wage .
If my partner or I am on long term sick leave, can I claim WAC funding?	If you or your partner are on long term sick leave from work and continue to earn the equivalent of 16 hours at the National Minimum or Living Wage , you can continue to claim WAC funding. If you or your partner do not continue to earn the equivalent of 16 hours at the National Minimum Wage, you will no longer be eligible to claim WAC funding.
If my partner is not working, can I claim WAC funding?	Partners must be in paid employment, starting or re-starting work within the next 31 days and have a weekly income equivalent to 16 hours at the National Minimum or Living Wage . If a partner can't work and is in receipt of certain Government allowances, you will be able to claim WAC funding if all the other eligibility criteria are met.
If a parent earns £100K or more and the other earns less than £100K, do they qualify for the WAC Scheme?	No, if either parent earns £100K or more they do not qualify for the WAC Scheme. If both parents earn less than £100K each, however, they will be eligible to claim WAC so long as they meet the minimum earning criteria. The upper income limit for WAC funding is based on the £100K figure dictated by HMRC in terms of TFC eligibility (this is also where the personal allowance starts to decrease). Parents not eligible for TFC will not be able to claim WAC funding. Parents need to be aware that if WAC funding pushes a parent over the £100K threshold, they will not be eligible for a TFC account and therefore will not be able to claim WAC funding.

Eligibility

If our circumstances change and we no longer meet all of the eligibility criteria, who do we inform?	If eligibility criteria is no longer met, Service personnel (SP) must not submit any further claims from the date the eligible status changed. If SP knowingly submit a fraudulent claim, they will be subject to administrative or disciplinary action. Service personnel should refer to Tax Free Childcare (TFC) guidelines as they may still be eligible for TFC.
If a Service parent deploys and a partner has to give up work, will eligibility for the scheme stop?	The entitlement would stop; not because the Service person is deployed, but because both parents must be working (or taking up work in the next 31 days). Generally, were the Service person to be deployed, they would continue to be eligible to take part in the scheme so long as their partner continues to work and earns at least the equivalent of 16 hours per week at National Minimum or Living Wage .
My partner is in full time education; will we be eligible to claim WAC funding?	At present, in line with existing Government policy, you will not be eligible to claim WAC funding.
My partner is on an apprenticeship; will we be eligible to claim WAC funding?	If your partner earns the equivalent of 16 hours at the National Minimum Wage for apprentices, you will be eligible to claim WAC funding.
Do families need to live on base to claim WAC funding?	Families do not need to live on base to claim WAC funding.
Do we need to be married to claim WAC funding?	Service personnel do not need to be married to be eligible to claim WAC funding.

Eligibility

Can I claim Continuity of Education Allowance (CEA) at the same time as WAC funding?	If a child is weekly or full boarding at an independent or state boarding school, they are ineligible for WAC regardless of whether this is funded privately or by claiming CEA. Where a child attends an independent school as a day pupil regardless of whether this is funded privately or by CEA they are eligible for WAC funding (if all other eligibility criteria are met). Other MOD allowances will not be affected by claiming WAC funding.
If parents are separated or divorced, which income is the qualifying trigger for WAC funding?	WAC eligibility is based on Tax-Free Childcare (TFC) criteria set by HMRC. Income tests apply to the applicant and their partner, if any. Partner means someone you live with as husband and wife (or equivalent). If one parent has moved out, they don't count as partner for the other parent. But anyone else who has moved in does. To qualify, the child will have to be living with the Service parent for the majority of the time except where separated due to Service commitments (deployment, residential courses) or when Serving on unaccompanied assignment overseas involuntarily, and the child must be recorded as a dependent child on JPA.
If I am assigned overseas unaccompanied involuntarily, can I claim WAC?	Service personnel serving on an unaccompanied assignment overseas involuntarily with the family residing in the UK, can continue to claim WAC funding so long as they continue to meet the eligibility criteria.
If I am assigned overseas unaccompanied involuntarily and commute to work, can I claim WAC funding?	Service personnel serving on an unaccompanied assignment overseas involuntarily, who commute to their place of work overseas (e.g., Serving with NATO in Brussels), can claim WAC funding so long as their family resides in the UK, and they meet all other eligibility criteria.

WAC and other childcare schemes

Do I need to have a Tax-Free Childcare (TFC) Account to be able to claim WAC funding?	To be eligible to claim WAC payments, a TFC account must be in place for each child that you want to claim WAC funding for. The childcare provider must also be signed up to the TFC scheme. Full eligibility criteria for the TFC Accounts can be found at the following link. Tax-Free Childcare - GOV.UK (www.gov.uk). Service personnel (SP) will be able to claim 80% of WAC costs back through JPA with the remaining 20% being paid directly into the TFC Account from HMRC. No claims can be submitted prior to the TFC being activated, and SP have registered for WAC and received an email stating their eligibility. Eligibility can be backdated if there is a delay in a SP's registration approval or TFC account activation. In such circumstances, until 31 December 2022, claims can be backdated to the start of the autumn term. From 01 January 2023 claims can be backdated to the date the TFC was applied for assuming all other eligibility criteria have been met.
How long will it take a provider to register for a TFC account?	Provider registration is an automatic process. Once providers sign up online, parents will be able to view / pay within 48 hours. If your provider requires further information, HMRC have produced information for providers that is available on the Childcare Choices website. No WAC claims can be paid until the provider is registered with TFC. Not all providers will be able to accept TFC payments.
My provider uses an online payment system to take payments for wraparound childcare.	Some online payment systems (e.g., parent pay), are not compatible with TFC, therefore those providers will not be able to accept TFC payments. Parents should check with their providers whether they are able to accept TFC payments. WAC claims can only be paid if the provider is registered with TFC <i>and</i> able to accept TFC payments.

WAC and other childcare schemes

I use the salary sacrifice Armed Forces Childcare Voucher Scheme (AFCVS) to pay for my WAC, can I claim WAC funding?	Parents using the AFCVS cannot claim WAC funding. Parents must make an informed decision about which scheme best suits them financially. Service personnel could use the childcare calculator on GOV.UK to help make an informed decision. Please note, if parents choose to leave the AFCVS they cannot re-join the scheme. Like all government policies, WAC is subject to review and its terms are subject to alteration. Appropriate notice will be given of any such changes.
If a parent leaves the AFCVS with a certain amount of vouchers purchased and unused: a. How long do they have to spend the vouchers? b. Do they have to spend all their vouchers before they are able to start using their TFC account? c. Will they be able to claim for a refund for any unused vouchers?	Parents cannot be in the AFCVS and use TFC. If parents choose to leave the AFCVS for any reason (including to claim WAC funding) they must note that they cannot re-join the scheme. Service personnel could use the GOV.UK childcare calculator to make an informed decision. - Parents should check with their voucher company whether there is a limit to the time the vouchers must be used. - No, they do not. Vouchers accumulated before joining TFC could be used for holiday care. - Refunds are not possible under salary sacrifice contracts. Once your pay has been exchanged for a childcare voucher under contract, it is generally not possible to reverse it back through the payroll. In circumstances where a refund is allowed, the refund would be returned to your employer and paid to you through payroll and would be subject to tax and national insurance in the normal way. Parents should check what the process is with their voucher company. Like all government policies, WAC is subject to review and its terms are subject to alteration. Appropriate notice will be given of any such changes.
I use AFCVS, how do I know if my provider accepts TFC payments?	Providers that offer AFCVS should be able to take payments via TFC. Parents are advised to check with their providers before making a decision.

Providers and rates

What types of providers are included?	Registered providers include: • Schools - Includes registered Wraparound Childcare provided in a group setting by professionals who are not the child's parent or carer. For example, providers may be run by private companies, nurseries, schools, sports and youth clubs or voluntary organisations such as charities. Excludes all types of informal childcare (e.g., grandparents, friends, babysitters, etc.). • Childminders - A childminder is a registered child carer who works with children for more than two hours a day in their own home. This maximum hourly rate also includes registered nannies. Excludes all types of informal childcare (e.g., grandparents, friends, babysitters, etc.).
Is the rate based on a national average? Costs can vary from area to area, is there an X-factor for the more expensive areas?	Costs are based on the Coram (England, Scotland and Wales) and Northern Ireland Childcare cost survey. There is no X-factor for more expensive options. A copy of the rates can be found in 2022DIN01-079. If you are unsure which area your provider comes under, use this postcode checker to find out which county they are in, you can then search the table in the DIN to find out which area they are in and what the rate is for that area.
I use multiple different providers that charge different rates, how do I work out my claim?	You may claim for hours from more than one provider, you will need to submit a claim for each provider. If you use more than 20 hours per week per child at more than one provider, it is your responsibility to check which provider hours you will be better off claiming for as you may still only claim a max of 20 hours in total. Please see the 'How to Claim' document (available as a resource on Discover my Benefits (www), defnet or Defence Connect), which explains how to work out and submit your claim. Self-Service User Guides (SSUG) for the registration and claim process will also be available from early September 2022 on the Defence Childcare portal.
The provider costs more than the regional hourly rate, can we proceed?	You can only claim up to maximum rate for the area the provider is in. Anything over and above this rate, you will have to fund yourself. Claims are calculated on an hourly basis.

Providers and rates

If I change providers, who do I need to inform?	You do not need to inform anyone if you change providers. You must ensure that any providers used which you want to claim WAC funding for are registered with Ofsted (or equivalent).
What if my provider is not registered with Ofsted (or equivalent)?	For you to be eligible to claim WAC funding, your provider must be registered with Ofsted (or equivalent) and must be able to accept TFC payments. There is more information for providers about registering for a TFC Account at Childcare Choices website (www). Provider registration is an automatic process. Once providers sign up online, parents will be able to view / pay within 48 hours. If your provider requires further information, HMRC have produced information for providers that is available on the Childcare Choices website. No claims can be paid if the provider was not registered with TFC at the time of payment.
My family lives in Scotland, the autumn term in Scotland starts earlier than the rest of the UK, can I claim from the start of the term?	Service personnel can register to claim WAC funding from 1 September 2022. Until 31 December 2022 claims can be backdated to 15 August 2022 where eligibility criteria is met for children that attend childcare providers in Scotland. Claims can be submitted once registration has been approved.
Will claiming WAC funding for my 4 - 11-year-old child(ren) have an effect on my claim for 15 / 30-hour funding for my 3 - 4-year-old child(ren)?	Claiming WAC funding will not affect any claims for the Government Scheme of 15 / 30 hours TFC funding received for your younger children.

Payment and tax implications

Are there any tax and National Insurance implications?	Payments made to reimburse Service personnel (SP) for the cost of WAC will be subject to PAYE tax and Class 1 National Insurance. For WAC to be free to SP (up to capped rates), Defence will compensate tax and National Insurance payments made through an established process known as ‘Grossing up’ (available as a resource on Discover my Benefits (www), defnet or Defence Connect) This takes account of the additional liability on the further benefit to the Service person of having their tax paid for them. This process can have a knock-on effect on individual’s tax allowances and brackets, e.g., the extra payments may push individuals at the cusp of tax brackets into the higher one. All SP are encouraged to seek individual financial advice on this prior to participating in the WAC scheme.
Grossing up. What does this mean, and what will the pay statement show?	The MOD is reimbursing Service personnel (SP) for their WAC costs, this is called a ‘taxable benefit’ by HMRC. It is effectively extra income and so income tax will be charged on the WAC allowance payments that the SP receives with their pay. The MOD WAC Scheme will make provision for this by paying this additional tax liability (along with the additional NI liability) so that the SP does not have to. They will do this by ‘Grossing up’ or ‘paying more than actually claimed’ for WAC costs. The extra amount paid will cover the extra tax and NI the SP needs to pay as a result of the WAC allowance they have claimed. Pay statements will show a ‘Grossed up’ WAC allowance payment. Please see the WAC ‘Grossing up’ document available on Discover my Benefits (www), defnet or Defence Connect for further details.

How to register to claim WAC funding

How do I register to claim the WAC funding?

1. Ensure that your children are recorded on JPA.
2. Check:
 - a. If you meet the 'WAC eligibility criteria' on [page 4](#).
 - b. If your family will financially benefit from having a 'Tax-Free Childcare (TFC) account OR a salary sacrifice childcare voucher scheme'. To make an informed decision, use the childcare calculator on GOV.UK.
 - c. How your tax allowances and brackets can be affected using the 'Grossing up' information.
3. If your family is eligible and you choose to claim WAC funding, apply for a TFC account for each child on GOV.UK. Wait until you have your TFC account number.
4. Complete the WAC registration form on [defnet](#) or [Defence Connect](#) from 1 September 2022. You will need:
 - a. The TFC account number for each child.
 - b. Details and evidence of any child that receives any of the following benefits: Disability Living Allowance (DLA, including the new Scottish DLS), Personal Independence Payment (PIP) or Armed Forces Independent Payment (AFIP), or are certified severely sight-impaired by an ophthalmologist.
 - c. Provider details, including the type (childminder or school or) and location. Providers must be TFC registered.
 - d. You will receive an email informing you of your registration approval.
5. Up until 31 December 2022, claims for WAC can be backdated to the start of the autumn 2022 term once the TFC has been activated and registration approved.
6. Claims must not be submitted before registration approval has been given.
7. From 1 January 2023, claims can be backdated to the date the TFC account was applied for if there is a delay in TFC account activation. Claims must not be submitted before registration approval has been given. Service personnel must make a note of the date the TFC account was applied for and be prepared to provide evidence of the TFC account application being submitted, or claims will only be backdated to the TFC activation date.
8. Queries regarding the status of a Service person's registration to join the WAC scheme should be addressed to DBS-JPAC-WACChildcare-Mailbox@dbspv.mod.uk

Making a WAC claim

How are WAC claims paid?	On receipt of an invoice from the childcare provider, Service personnel (SP) will pay their provider from their Tax-Free Childcare (TFC) account. Once the invoice has been paid, SP must complete the WAC Claims calculator on defnet or Defence Connect for each claim with the following details: the type of provider; the provider location; the invoice amount; the number of hours; the number of school days; the number of hours that are for disabled children (if applicable). The calculator will show the amount that can then be claimed via JPA. Once submitted, the claim will be paid into the bank account associated with the SPs JPA within five working days. The Self-Service User Guide (SSUG) will be available on the Defence Childcare Portal on defnet and Defence Connect from early September 2022. Claims must not be submitted before the provider's TFC has been activated and registration approval has been given.
Can I split my claims between before and after school childcare?	Yes, the claims can be split between before and after school care, and also between different providers. All providers must be registered with OFSTED or equivalent.
Can I claim WAC funding retrospectively?	Claims can be backdated up to 6 months in JPA, from autumn 2022 term.
Can I claim WAC funding for future dated childcare?	Claims for up to one term can be submitted for future dated childcare so long as this has been paid for. E.g. if you pay for the Spring term (Jan- April) in full in at the start of the term, you can claim for the full term in one claim.
The invoice for WAC comes at the start of each term; can I claim when I pay for the invoice, rather than wait until the childcare has been used?	WAC funding can be claimed up to one term in advance, you must have proof of payment to submit a WAC funding claim. The number of WAC hours must be clearly articulated on the invoice, and whether it is for before or after school care (if the invoice is for an independent school, it must be clearly shown as separate to the school fees).

Making a WAC claim

Is it compulsory to claim WAC funding?	Claiming WAC funding is not compulsory. Service personnel should read 'Grossing Up' and 'Tax-Free Childcare - Salary Sacrifice information' (available as a resource on Discover my Benefits (www), defnet or Defence Connect) to help them make an informed decision about what is best for their family. Personnel may wish to seek additional and independent financial advice as necessary.
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Leaving the WAC scheme

If I join the WAC Scheme and then get relocated overseas, who do I need to inform?	To be eligible to take part in the WAC scheme you must be assigned within the United Kingdom, if you are relocated outside of the UK, you need to stop claiming WAC, entitlement to claim WAC funding will stop as of the assignment date. Service personnel serving on an unaccompanied assignment overseas involuntarily with the family residing in the UK, can continue to claim WAC funding so long as they continue to meet the eligibility criteria.
If our circumstances change and we no longer meet all of the eligibility criteria, who do we inform?	Service personnel (SP) must stop claiming WAC if there are any changes in circumstances which result in SP or any member of the household no longer being eligible for WAC. If SP knowingly submit a fraudulent claim, they will be subject to administrative or disciplinary action. SP should refer to TFC guidelines as they may still be eligible for TFC.
If I no longer want to claim WAC funding, who do I need to inform?	If you decide to withdraw from the WAC scheme you do not need to inform anyone, you just need to stop submitting claims.

Leaving the service

What happens when the Service person leaves the Armed Forces?	If the Service person voluntarily leaves the Armed Forces or is dismissed from Service, eligibility stops on the last day of Service. Where the last day of service falls outside of term time then the WAC eligibility will end at the last day of term prior to the last day of service.
What happens if the Service person is medically discharged?	If a Service person is medically discharged, eligibility stops on the last day of Service. Where the last day of service falls outside of term time then the WAC eligibility will end at the last day of term prior to the last day of service.
If a Service parent dies in Service, will child(ren) remain eligible?	The protections that will apply if a Service person dies whilst serving will be confirmed before the Full UK Rollout of the WAC scheme in the autumn 2022 term.

Complaints

Is there a complaints process?	All complaints are to be raised to the Defence Childcare Support Team (DCST) in the first instance. Should a Service person wish to make a complaint please refer to 2022DIN01-079 Annex E, which provides details of the full complaints process. Search Wraparound childcare 2022DIN01-079 using the defnet and Defence Connect DIN index. Please note, complaints must be sent by the Serving parent from an MOD email address. Complaints received from non-Serving parents will not be actioned.
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