

Complaint about childcare provision

310348/C340376

Date: 06/03/2018

Summary of complaint

All early years providers must meet the legal requirements in the 'Statutory framework for the early years foundation stage', which you can find at www.gov.uk/government/publications/early-years-foundation-stage-framework--2. If we find that a provider is not meeting the requirements, we can take action to ensure they put matters right. On 26 February 2018 we received concerns that this provider was not meeting some of these requirements. We sent the provider a notice to improve which asks the provider to take action. The provider will be able to give parents further information about this. The provider is still registered with Ofsted.

Action needed

ensure that any documentation requested is made available to an inspector during their visit. This specifically relates to the times staff start work each day, and registration with the Information Commissioner's Office by 16 March 2018.

Publication of complaints

We publish details of complaints made against childminders, home childcarers and childcare providers where we or the provider have taken action in order to meet legal requirements.

We publish details of complaints for five years commencing on the date we complete our investigation.

For further information on how we deal with complaints about providers, please view the *Early years compliance handbook* which can be found here at

www.gov.uk/government/publications/early-years-provider-non-compliance-action-by-ofsted