

## **Complaint about childcare provision**

EY342277/C336851

**Date:** 23/02/2018

### **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](http://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 18 January 2018 we received concerns that this provider was not meeting some of these requirements. We have issued a notice to improve. This requires the provider to take the actions below within the timescales set out. The provider will be able to give parents further information about this. The provider is still registered with Ofsted. The provider is still registered with Ofsted.

#### Action needed

ensure information is obtained about any other person who has parental responsibility for the child by 16 March 2018

obtain and share information with other professionals working with a child 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](http://www.gov.uk/government/publications/early-years-provider-non-compliance-action-by-ofsted)