

Complaint about childcare provision

EY413013/C343047

Date: 12/04/2018

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 25 March 2018, we received concerns that this provider was not meeting some of these requirements. We have issued them with a Notice to Improve related to a separate matter. This is a legal notice that requires the provider to take the action below within the timescale set out. The provider will be able to give parents further information about this. The provider is still registered with Ofsted.

Action needed:

ensure that all areas of the nursery, particularly nappy changing areas and the first-floor kitchen, and equipment, are kept clean and maintained appropriately by 24 April 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