

Complaint about childcare provision

EY345348/C340026

Date: 17/04/2018

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 21 February 2018 we received concerns that this provider was not meeting some of these requirements. We issued the provider with a notice to improve. The provider will be able to give parents further information about this.

- ensure a written record is kept of accidents or injuries and any first aid treatment administered to children by 17 April 2018
- ensure arrangements for staff supervisions are appropriate and provide staff and the manager with support, coaching and training by 1 May 2018

The provider has submitted written confirmation of the steps they have taken to meet the actions. The provider is still registered with Ofsted.

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