

Complaint about childcare provision

EY423857/C343171

Date: 04/04/2018

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 28 March 2018, we received concerns that this provider was not meeting some of these requirements. We have served a Notice of action to improve. This is a legal notice that 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.

Actions needed:

- ensure children are adequately supervised and within sight and hearing at all times by 06 April 2018
- provide children with individual hand-drying facilities to reduce risks of cross infection by 06 April 2018
- maintain an accurate daily record of children's hours of attendance by 06 April 2018.

The provider took appropriate action to meet the notice. 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