

Complaint about childcare provision

EY392913/C351180

Date: 10/07/2018

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 June 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.

Actions needed by 18 July 2018

ensure that a sufficient number of staff working with children aged under two hold a relevant level 2 qualification, and have received training that addresses the needs of babies

ensure that relevant documentation is made available to other agencies, including Ofsted, at request

We are satisfied with the response from the provider detailing that these matters have been resolved.

The provider remains 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