

Complaint about childcare provision

Ref: 133481/4036863

Date: 8 November 2018

Summary of outcome

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.

We received a concern in relation to safeguarding. We conducted an unannounced visit where we issued them with 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 remains registered with Ofsted.

Action needed by 19 November 2018:

obtain and share information (with parents, careers, and other professionals working with the child, the police, social services and Ofsted) to ensure the safe and efficient management of the setting, and to help to meet the needs of all children.

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 about the complaints process please view the [Concerns and complaints about childminders and childcare providers leaflet](#).