

## **Complaint about childcare provision**

Ref: EY501210/4125004

Date: 5 February 2019

### **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](http://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 16 January 2019 we received concerns that this provider was not meeting some of these requirements. We have issued 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 is still registered with Ofsted.

Actions needed

3.9 - ensure you have effective systems in place to ensure that practitioners, and any other person who is likely to have regular contact with children are suitable.

By date 11 February 2019

3.14 - Update your knowledge and understanding of 'Disqualification' and take appropriate action to ensure children's safety when you become aware of relevant information that may lead to disqualification of an employee.

By date 11 February 2019

### **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](#).