

Complaint about childcare provision

Ref: EY449310/4127909

Date: 12 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. If we find that a provider is not meeting the requirements, we can take action to ensure they put matters right. On 15 January 2019 we received concerns that this provider was not meeting some of these requirements. We carried out an unannounced visit to the nursery on 24 January 2019 and looked into this information. Following our visit, we sent the provider a notice to improve. The provider will be able to give parents further information about this. The provider remains registered with Ofsted.

Action needed:

ensure that fresh drinking water is not only available, but also accessible at all times by 31 January 2019.

We are satisfied with the action taken by the provider.

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](#).