

Complaint about childcare provision

Ref: 148682/4177795

Date: 24 April 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 the 23 April 2019, we carried out an unannounced visit. We found that the provider was not meeting some of these requirements. We served a notice to improve. This is a legal notice that requires the provider to take the actions below within the timescales set out.

Actions needed

keep a written record of all accidents or injuries that occur to children and ensure parents and/or carers are notified on the same day as, or as soon as reasonably practicable after, by the 7th May 2019

put in place an effective written procedure for dealing with concerns and complaints from parents and/or carers, and keep a written record of any complaints and their outcome, by the 7th May 2019

gain a thorough understanding of events/changes that must be notified to Ofsted, by the 7th May 2019.

The provider will be able to give parents further information about this. 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 about the complaints process please view the [Concerns and complaints about childminders and childcare providers leaflet](#).