

## **Complaint about childcare provision**

Ref: EY346535/4190137

Date: 9 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](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 27 March 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 action 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 and by date

3.28 - ensure that children are adequately supervised and decide how to deploy staff to ensure children's needs are met. This particularly refers to staff being alert to children moving around and when using climbing equipment. 23/04/2019

A suitable response to the above action has been received from 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](#).