

Complaint about childcare provision

Ref: EY469484/4180891

Date: 26 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 5 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

ensure all confidential information and records about staff and children are held securely and only accessible and available to those who have a right or professional need to see them, by the 19 February 2019

written complaints responses include how the provision met their fulfilment of the EYFS requirements and notify complainants of the outcome of the investigation, by the 19 February 2019.

The provider will be able to give parents further information about this. The provider remains registered with Ofsted.

The provider responded to the notice and demonstrated that they have taken action to meet the requirements.

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](#).