

## **Complaint about childcare provision**

Ref: EY481515/4190305

Date: 5 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 26 March 2019 we received concerns that this provider was not meeting some of these requirements. We have issued a notice to improve. The provider needs to take the following action by the timescale below. The provider will be able to give parents further information about this.

Actions needed by 2 May 2019

improve procedures for dealing with complaints to ensure a robust investigation is conducted into the concerns and a record of the complaint, including any outcome, is maintained and available for parents

improve procedures for recording accidents or injuries and first aid treatment to ensure full names are recorded and specific details in relation to the size and location of the injury.

We are satisfied with the action taken. 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](#).