

Complaint about childcare provision

Ref: 2526071/4186871

Date: 8 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 22 March 2019 we received concerns that this provider was not meeting some of these requirements. We carried out an unannounced visit and found the provider was not meeting some of the requirements. We asked the provider to take the following action by the 26 April 2019. We will monitor the action taken.

Actions needed:

ensure that required records are easily available, so they can be accessed quickly in an emergency

take steps to minimise risks in the setting, with specific regard to the premises security, to ensure children's safety

ensure that information about children, including images, is handled in a way that meets legal requirements and seeks parental consent.

We carried out a further visit and were satisfied with the action taken by the provider. The provider is still 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](#).