

Complaint about childcare provision

Ref: EY435250/4198026

Date: 15 May 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 a provider is not meeting the requirements, we can take action to ensure they put matters right.

On the 2nd April 2019, we received concerns that the provider was not meeting some of these requirements. We have issued a notice to improve. This requires the provider to take the actions below within the timescales set out. The provider will be able to give parents further information about this.

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improve the procedures to conduct robust and thorough investigations where allegations have been made against staff

improve the induction arrangements for new staff, to use the information about them to help inform a more tailored and targeted programme of support.

We are satisfied with the action the provider has 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](#).