

## **Complaint about childcare provision**

Ref: EY296529/4126873

Date: 22 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](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 11 Jan 2019, we received concerns that this provider was not meeting some of these requirements. We received further concerns on 16 January 2019 and 15 February 2019. We have served an action. This notice 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.

#### **Action needed**

ensure that the system for induction training is fully completed for all staff to help them understand their roles and responsibilities (Staff qualifications, training, support and skills)  
To be completed by 3 April 2019.

The provider has confirmed that the action is met. 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](#).