

Complaint about childcare provision

Ref: EY412761/4155960

Date: 29 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 17 January 2019 we received a notification from the provider. The notification means that the provider met their legal responsibility as set out in the early years foundation stage welfare requirements to notify Ofsted of any significant event. We visited the premises and 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. The provider is still registered with Ofsted.

Action needed

3.21 - ensure appropriate arrangements are in place for the supervision of staff who have contact with children and families. This also refers to ensuring any issues that are raised from these meetings are addressed promptly and effectively.

Dated 13/05/2019

A suitable response to the above action has been received from the provider. 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](#).

