

Complaint about childcare provision

Ref: EY394372/4211560

Date: 30 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 that a provider is not meeting the requirements, we can take action to ensure they put matters right.

On 24 April 2019 we received concerns that this provider was not meeting some of these requirements. On 29 April 2019 we conducted an announced visit and as a result we have issued a Welfare Requirements Notice. This is a legal notice that 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.

improve knowledge and understanding of your responsibility to safeguard children and what constitutes a safeguarding concern or issue. *28/05/2019*

We will continue to monitor this provider. The provider has met the action set in the required timescale. 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](#).