

## **Complaint about childcare provision**

Ref: EY439312/4210271

Date: 13 June 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 18 April 2019, we received information that raised concerns that the provider was not meeting some of the requirements. Following this we carried out a visit to the setting on 24 May 2019. We have issued the provider with a notice to improve that requires them to take the actions below by 01 July 2019. The provider will be able to give parents further information about this. The provider is still registered with Ofsted.

Actions needed:

- ensure that parents are informed of the type of activities and experiences provided for children.
- maintain a record of complaints and their outcome as required
- ensure that the policies and procedures with relation to safeguarding, particularly allegations, are in line with the guidance of the Local Safeguarding Children Board (LSCB).

### **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](#).