

## **Complaint about childcare provision**

Ref: EY289185/4249080

Date: 21 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 6 June 2019, we received concerns that this provider was not meeting some of these requirements. We found that the provider had investigated the concerns and taken appropriate action to address the weaknesses identified. However, they were not meeting some of the requirements. We have served a notice to improve. 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.

The following action must be taken by 17 July 2019:

- improve the key person approach to ensure children's key person or secondary key person are available to tailor children's care needs at all times
- keep an accurate record of the names of the staff working with the children.

### **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](#).