

Complaint about childcare provision

Ref: EY461331/4257179

Date: 24 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. If we find that a provider is not meeting the requirements, we can take action to ensure they put matters right. On 13 June 2019 we received concerns that this provider was not meeting some of these requirements. We visited and did not require the provider to take any action as they had already taken prompt and effective action themselves, for example, additional behaviour management training will be undertaken by some staff and the procedure for collecting children from other settings has been reviewed and changed.

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](#).