

Complaint about childcare provision

Ref: EY477963/4232304

Date: 25 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 15 May 2019, we received concerns that the provider was not meeting some of the requirements in relation to accidents and injuries, safeguarding procedures and matters that must be notified to Ofsted. On 10 June 2019, we visited the provider and held further discussions with Trustees. We found that action had been taken to improve their knowledge and understanding of matters that should be notified to Ofsted and updated some policies and procedures. We are satisfied with the action taken by the provider.

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](#).