

## **Complaint about childcare provision**

Ref: EY389863/4234059

Date: 19 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 22 May 2019 we received concerns that this provider was not meeting some of these requirements. On 14 June 2019 we carried out an announced visit to the provision. We issued the provider with a notice to improve. This 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 remains registered with Ofsted.

Action which needs to be taken by 28 June 2019:

make sure that sufficient information about children being cared for is obtained and maintained, particularly in relation to any child protection concerns, to help ensure that children's individual needs are met effectively (3.68)

ensure that records are accessible and available (3.69).

The provider responded to our notice to improve by 28 June 2019. We found that the provider had taken appropriate action.

### **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](#).