

## **Complaint about childcare provision**

Ref: EY493829/4249140

Date: 3 July 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. The provider will be able to give parents further information about this.

We carried out an unannounced visit to the nursery. We sent the provider a notice to improve which asks the provider to take action within the timescales set out.

#### Actions needed

- ensure that sufficient staff are deployed in a way that meets the needs of all children and ensures their safety, by 4 July 2019.

We are satisfied with the action taken by the provider. The provider is still registered with Ofsted.

### **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](#).