

## **Complaint about childcare provision**

Ref: EY500457/4226096

Date: 17 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 13 May 2019 we received concerns that this provider was not meeting some of these requirements. We have served a notice to improve 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.

Actions needed:

improve the accident and incident procedures, and ensure confidentiality is consistently maintained, by 22 July 2019

develop effective partnerships with parents to aid a consistent approach in supporting children's individual needs and abilities, including those who have English as an additional language, by 22 July 2019

On 3 July 2019 we received a written response from the provider and they had taken the appropriate action to meet the actions set.

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](#).