

Complaint about childcare provision

Ref: EY548579/4260842

Date: 9 July 2019

Summary of outcome

Outcome Summary:

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 17 June 2019 and the 2 July 2019, we received concerns that this provider was not meeting some of these requirements. We sent the provider a notice to improve which asks the provider to take action. The provider will be able to give parents further information about this. The provider is still registered with Ofsted.

Action needed:

ensure there is a named deputy who, in their judgement, is capable and qualified to take charge in the manager's absence by 2 August 2019.

ensure robust procedures are followed for the recording of accidents, incidents and existing injuries, and parents are informed of any first aid treatment given by 2 August 2019.

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](#).

