

Complaint about childcare provision

Ref: EY465979/4261014

Date: 2 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.

If we find that a provider is not meeting the requirements, we can take action to ensure they put matters right. On 20 June 2019, we received concerns that this provider was not meeting some of these requirements. We have issued 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.

Actions needed by 12 July 2019:

ensure Ofsted is notified of any significant matters which may affect suitability, such as changes to health (3.77)

ensure a daily record of the names of the children being cared for on the premises and their hours of attendance is kept (3.76)

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](#).