

Complaint about childcare provision

Ref: EY492575/4259705

Date: 15 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 18 June 2019 we received concerns that this provider was not meeting some of these requirements. On 11 July 2019 we carried out an unannounced visit to the provision. Although, not linked to the concerns Ofsted received, 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 25 July 2019:

gain and record the required information for each child cared for, including their full name, date of birth, and details about their parents to include their names and addresses, who the child normally lives with, emergency contact details and information about any other person who has parental responsibility for the child

ensure records are easily accessible and available for Ofsted and others who have a right or professional need to see them.

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](#).