

## **Complaint about childcare provision**

Ref: EY250589/4259139

Date: 12 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 18 June 2019, we received concerns that this provider was not meeting some of these requirements. We sent the provider a notice of action to improve which asks them to take the actions below within the timescale specified. The provider will be able to give parents further information about this.

Actions needed:

ensure the indoor area is organised to provide adequate space and meet the needs of all children by 19 July 2019

ensure an outcome of any investigation into complaints is recorded and shared with complainants within 28 days by 19 July 2019.

We are satisfied with the action taken by the provider. The provider remains 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](#).