

Complaint about childcare provision

Ref: 161965/4241305

Date: 14 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. If we find a provider is not meeting the requirements, we can take action to ensure they put matters right. On 29 May 2019 we received a concern that the provider was not meeting some of these requirements. We issued the provider with a notice of actions 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.

Actions by 28 June 2019

ensure that any concerns about children's welfare or allegations against members of staff are shared with agencies that have responsibility for safeguarding to ensure children are protected from harm

ensure all accidents, incidents and any first aid treatment given is recorded and parents informed as soon as reasonably practicable after

ensure a written record of complaints and their outcome are kept and available to Ofsted on request.

We are satisfied with the action taken by the provider and they remain 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](#).