

## **Complaint about childcare provision**

Ref: EY543579/4269432

Date: 5 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 26 June 2019 we received concerns that this provider was not meeting some of these requirements.

We visited the provider to discuss the concerns and have issued a Notice to Improve. This is a notice that requires the provider to take the actions below within the timescales set out.

Action required by 3 August 2019:

Ensure that the premises, including overall floor space and outdoors spaces, are fit for purpose and suitable for the age of children cared for and activities provided on the premises. Give particular attention to the hygiene arrangements, general cleanliness of the nursery areas, storage of some equipment and presentation of some activities.

The provider will be able to give parents further information about this.

On 2 August 2019 the provider provided evidence that they had met the action detailed above.

The provider is still 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](#).