

Complaint about childcare provision

Ref: EY539936/4190618

Date: 15 May 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 27 March 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. The provider will be able to give parents further information about this.

Action required;

3.5 Child protection

ensure that the designated lead practitioners for safeguarding attend an appropriate child protection training course

by 8 June 2019

3.9 Suitable people

ensure that Ofsted is provided with the necessary information to enable it to carry out suitability checks on the directors of the pre-school; this refers to completing the EY2 form

by 8 June 2019

We have received a response from the provider to say they have addressed the above actions. We are satisfied that the provider has taken the necessary action to address the concerns and safeguard children. 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](#).