

Complaint about childcare provision

Ref: 161965/4296017

Date: 27 August 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 26 July 2019 we received concerns that this provider was not meeting one of these requirements. We have served a notice to improve that requires the provider to take the action below within the timescale set out. The provider will be able to give parents further information about this.

Action needed by 21 August 2019:

ensure that any allegations against members of staff are shared with agencies that have responsibility for safeguarding to ensure children are protected from harm.

We are satisfied with the action taken. 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](#).

