

Complaint about childcare provision

Ref: EY343130/4311312

Date: 3 September 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-foundationstage-framework--2. If we find that a provider is not meeting the requirements, we can take action to ensure they put matters right.

On 20 and 21 August 2019 we received concerns that this provider was not meeting some of these requirements. We visited the provider on the 23 August 2019 and the 28 August 2019 and served a notice to improve. This is a legal 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. The provider is still registered with Ofsted.

Actions needed by the 12 September 2019

ensure that assistants do not have sole charge of children for any longer than a total of two hours in a day

ensure all required written records are easily accessible and available.

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](#).