

Complaint about childcare provision

Ref: EY469388/4268193

Date: 6 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-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 25 June 2019 Owe received concerns that this provider was not meeting some of these requirements. On 8 July 2019, we carried out an unannounced visit and found that: the provider does not keep a daily record of the times that children are cared for and accident records are not kept inline with requirements. We have issued the provider a notice to improve. The provider is still registered with Ofsted.

Actions needed –

3.76 keep a daily record of the hours of children's attendance

3.50 keep a written record of accidents or injuries and inform parents of these on the same day as, or as soon as reasonably practicable after.

The provider responded to the actions within the required timescales. We are satisfied with the actions taken. 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](#).