

Complaint about childcare provision

Ref: 310224/4275716

Date: 10 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 3 July 2019 we received concerns that this provider was not meeting some of these requirements.

We have issued 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.

Actions needed by 16 August 2019:

- ensure you make details of your policies and procedures, including any new ones, available to parents and/or carers at the earliest opportunity. Also inform parents and/or carers about any updates or changes to existing policies and procedures

- ensure that there is an area where staff may talk to parents and/or carers confidentially, as well as an area for staff to take breaks away from areas being used by children.

The provider sent a detailed response to Ofsted outlining how they have complied with the notice to improve. We are satisfied with the actions they have taken and 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](#).

