

## **Complaint about childcare provision**

Ref: EY562178/4288783

Date: 5 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](http://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 18 July 2019 we received concerns that this provider was not meeting some of these requirements. On 2 August 2019 we conducted an unannounced visit and as a result we have issued a notice of action 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.

do not allow people whose suitability has not been checked to have unsupervised contact with children being cared for 16/08/2019

ensure that at least one person who has a current paediatric first aid certificate accompanies children on outings 16/08/2019

obtain parents and/or carers' permission to leave children with an assistant, including for very short periods of time 16/08/2019.

We are satisfied with the response taken by the provider in relation to the actions above. 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](#).