

## **Complaint about childcare provision**

Ref: EY462893/4306025

Date: 13 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](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 act to ensure they put matters right.

On 12 August 2019 we received information that raised concerns that the provider was not meeting all of the requirements. We carried out an unannounced visit to the setting to discuss the concerns. As a result of the visit a notice to improve was imposed. The notice requires the provider to take action within the timescales below.

Implement secure procedures, discussed with parents and carers, to respond to children who are ill and/or who have medical needs. Ensure all staff working with such children know about and understand the procedure.

Ensure all written complaints that relate to the fulfilment of the Early years foundation stage requirements are investigated. Keep a record of the outcome of any such complaints received.

Due date 30 September 201

The provider will be able to give parents further information about this. We are satisfied with the action taken by the provider. 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](#).