

Complaint about childcare provision

Ref: EY473228/4313003

Date: 24 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.

We received concerns that the provider was not meeting some legal requirements. As a result of this, we visited the provider on 2 September 2019. Following the visit we issued a notice to improve, which asks the provider to take action. The provider is still registered with Ofsted.

Actions needed:

improve your understanding to notify Ofsted of any significant changes

maintain an accurate daily record of children's hours of attendance

ensure children's health and hygiene are promoted at all times.

Ofsted Is satisfied with the action taken by the provider, they remain 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](#).