

Complaint about childcare provision

Ref: 253134/4274044

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. On 5th July 2019 we received concerns that this provider was not meeting some of these requirements. We have sent a notice to improve to take the action below by the 7th October 2019. The provider will be able to give parents further information about this. The provider is still registered with Ofsted.'

Action needed

develop knowledge of current legislation and guidance in relation to changes that must be notified to ofsted

ensure a written record of any complaints received and their outcome is maintained

review and improve the organisation and presentation of indoor activities and equipment to meet the needs of children and promote all aspects of their learning.

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.