

Complaint about childcare provision

Ref: EY541574/4275242

Date: 30 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 2 July 2019 we received concerns that this provider was not meeting some of these requirements.

We have served actions. This notice requires the provider to take the action below within the timescales set out. The provider will be able to give parents further information about this. The provider is still registered with Ofsted.

Action needed

Ensure that all staff receive induction training to help them understand their role and responsibilities by 23 August 2019;

Ensure that there are appropriate arrangements in place for the supervision of all staff who have contact with children and families by 6 September 2019;

Ensure there are effective systems in place to ensure that all practitioners and any other person who is likely to have contact with children are suitable by 6 September 2019.

A suitable response was received to the actions received.

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](#).

