

## **Complaint about childcare provision**

Ref: EY283152/4160298

Date: 1 October 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 20 February and 5 and 14 March 2019, we received concerns that this provider was not meeting some of these requirements.

We have served a notice to improve. This notice requires the provider to take the actions below within the timescale set out. The provider will be able to give parents further information about this.

Action needed by 30 April 2019:

develop assistants' knowledge and understanding of child protection procedures, in particular, with regard to the procedure to follow should an individual working with children be accused of harming a child

ensure an accurate record of attendance is maintained showing clearly when children arrive and leave the setting.

The provider has responded appropriately to these actions.

The provider remains 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](#).