

Complaint about childcare provision

Ref: EY379922/4159908

Date: 7 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. If we find that a provider is not meeting the requirements, we can take action to ensure they put matters right. On 7 February 2019, we received concerns that this provider was not meeting some of these requirements. We conducted a visit and found that the provider was not meeting requirements. We have issued a Notice to Improve. This is a notice that requires the provider to take the actions below within the timescales set out. The provider will be able to give parents further information about this.

-ensure that there is an adequate supply of hand towels in the bathroom used by preschool children by 6 September 2019

-ensure that information relating to children's care needs are always clearly recorded for parents by 6 September 2019

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](#).