

Complaint about childcare provision

Ref: 301041/4335447

Date: 14 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. We sent the provider a notice to improve which asks the provider to take action. The provider will be able to give parents further information about this.

Actions needed by 11 October 2019

ensure all children are assigned a key person so that they are supported to become familiar with the setting and to support effective communications with parents.

We are satisfied with the action taken by the provider. 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](#).