

## **Complaint about childcare provision**

Ref: EY366742/4325373

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](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 6 September 2019 we received concerns that this provider was not meeting some of these requirements. We carried out an unannounced visit to the setting and we have issued a notice to improve. This is a legal notice that asks the provider to take the action below within the timescales set out. Following this, on 2 October 2019 the provider notified us of some significant information. The notification means that the provider met their legal responsibility as set out in the early years foundation stage welfare requirements to notify Ofsted of any significant event which is likely to affect the suitability of the childcare provider. The provider will be able to give parents further information about this.

#### Action needed

ensure that staff implement suitable procedures to prevent the spread of infection and promote children's good health, taking particular account of equipment used for nappy changing and children's access to bathroom hygiene equipment, by 18 October 2019.

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