

## **Complaint about childcare provision**

Ref: EY471335/4317482

Date: 15 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 28 August 2019, we received concerns that this provider was not meeting some of these requirements. On 18 September 2019, we conducted an unannounced visit. We raised the following notice to improve that requires the provider to take the action below within the timescale set out. The provider will be able to give parents further information about this.

Actions needed by 16 October 2019:

ensure that Ofsted is provided with information about trustees to enable suitability checks to be completed.

The provider took appropriate action to meet the requirements and 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](#).