

Complaint about childcare provision

Ref: EY387636/4356991

Date: 25 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. If we find that a provider is not meeting the requirements, we can take action to ensure they put matters right. On 14 October 2019 we received some information that indicated that this provider may not have been meeting some of these requirements. We carried out an unannounced visit on 23 October 2019 where we found that the provider does not hold a valid paediatric first-aid qualification and she does not maintain accurate records of children's hours of attendance. We have issued a Notice to Improve. This is a notice that requires the provider to take the actions below by 13 November 2019. The provider will be able to give parents further information about this. The provider is still registered with Ofsted.

Actions needed;

ensure you maintain a valid paediatric first-aid qualification

keep an accurate record of children's daily hours of attendance.

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](#).