

Complaint about childcare provision

Ref: EY302074/4339383

Date: 1 November 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 23 September 2019 and 30 September 2019 we received concerns that this provider was not meeting some of these requirements.

On 30 October 2019, we visited the provider and have served a notice to improve that asks the provider to take the actions below within the timescales set out. The provider will be able to give parents further information about this. The provider is still registered with Ofsted.

Actions needed:

review how staff are deployed to ensure that busy periods, such as when children first arrive, are managed appropriately and allow time for sufficient handover between staff and parents by 13 November 2019

improve ways of communicating with parents, including sharing important policies and procedures, such as how to raise complaints and ways to ensure the premises remains secure at all times by 13 November 2019.

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.](#)