

## **Complaint about childcare provision**

Ref: EY500227/4341453

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 26 September 2019 and 1 October 2019 we received complaints. The information received raised concerns that this provider was not meeting some of these requirements.

We have served actions. This notice requires the provider to take the action 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.

Action needed:

ensure an accurate record is kept of children's hours of attendance, to be completed by 3 October 2019

ensure all staff involved in preparing and handling food receive training in food hygiene, to be completed by 7 October 2019

ensure a manager, that holds a full and relevant level 3, is in place, to be completed by 16 October 2019

ensure a member of staff is identified to act as Special Educational Needs Co-ordinator (SENCO), to be completed by 16 October 2019.

We received an appropriate response to the actions.

### **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](#).