

## **Complaint about childcare provision**

Ref: EY257015/4298273

Date: 30 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 31 July 2019, we received concerns that the provider was not meeting the requirements. We conducted an announced visit on 13 September 2019 where we issued them with a 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.

Action:

ensure a written record is maintained of children's accident or injury and parents are informed in a timely manner, by 16 September 2019

ensure that the premises, equipment and resources are organised in a way that meets the needs of children, in relation to cleaning routines and organisation of resources, by 27 September 2019

obtain an appropriate paediatric first aid certificate as required by 11 October 2019.

The provider has taken steps to comply with the above actions and 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](#).