

## **Complaint about childcare provision**

Ref: EY274840/4359235

Date: 20 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](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 7 October 2019 and 16 October 2019 we received concerns that the provider was not meeting some of these requirements. On 13 November 2019, we visited the provider and have served a notice to improve that asks the provider to take the action by 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 by 28 November 2019:

ensure staff, particularly those working with babies, know each child's individual routines and care needs, and have the time to build secure individual attachments, to help them feel settled and secure.

### **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](#).