

Complaint about childcare provision

Ref: EY561557/4383192

Date: 5 December 2019

Summary of outcome

All early years providers must meet the legal requirements in the Statutory framework for the early years foundation stage, (EYFS) 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 18 November 2019, we received concerns that this provider was not meeting some of these requirements. On 4 December 2019, we carried out a regulatory visit. Although not part of the original concerns, we found that the provider did not have all necessary documents available for the inspector to see. We issued the provider with a notice to improve.

Actions needed:

ensure records are easily accessible and available to those who have a right or professional need to see them.

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](#).