

Complaint about childcare provision

Ref: EY428120/4382997

Date: 2 December 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 14 November 2019, we received concerns and conducted an unannounced visit on 19 November 2019. We issued 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.

Actions needed:

ensure a daily record is kept of children attendance and hours of attendance is maintained, by 25 November 2019

ensure that records are easily accessible and available, in relation to a log of complaints, by 25 November 2019.

Although not connected with the original concerns, we also raised the following notice to improve that requires the provider to take the action below within the timescale.

Action needed:

take all reasonable steps to ensure staff and children are not exposed to risks, in relation to the rubbish in the outdoor area, by 25 November 2019.

The provider took appropriate action to meet the requirements 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](#).