

Complaint about childcare provision

Ref: 400299/4361267

Date: 20 December 2019

Summary of outcome

All early years providers must meet the legal requirements in the Statutory framework for the early years foundation stage. If we find that a provider is not meeting the requirements, we can take action to ensure they put matters right. On 29 November 2019, we received concerns that this provider was not meeting some of these requirements. We issued a Notice to Improve that 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.

Actions needed:

demonstrate that the manager holds a full and relevant qualification at level 3 by 6 January 2020;

ensure the complaint policy and procedure, and the contact details for Ofsted are made available to parents by 6 January 2020.

We will monitor the provider's response to these actions. The provider is still 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](#).