

## **Complaint about childcare provision**

Ref: EY311465/4365873

Date: 2 January 2020

### **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 28 October, 20 and 21 November 2019 we received concerns that this provider was not meeting some of these requirements. We established that staff had not followed the nursery procedures regarding the drop off and collection of children. We are satisfied that the provider has taken appropriate action to minimise risks to children when they are dropped off at school and collected from the nursery. However, we have issued a notice of action to improve. This notice requires the provider to take the actions below within the timescales set out. The provider will be able to give parents further information about this.

Action needed:

- ensure that staff are deployed effectively to meet the qualification requirements within each age group by 9 January 2020

The provider has taken appropriate steps to meet the action. 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](#).