

Complaint about childcare provision

Ref: EY562540/4403373

Date: 23 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

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 12 December 2019 we received a call from the manager seeking advice from Ofsted. This raised concerns that the provider was not meeting the requirements of their registration. We carried out an unannounced visit to the provision and have issued a Welfare Requirements Notice. This is a legal notice that 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. The provider is still registered with Ofsted.

Action needed:

ensure staffing arrangements met the needs of the children and ensure their safety at all times by 7 January 2020

ensure children are unable to leave the premises unsupervised by 7 January 2020.

On 8 January 2020 we conducted an unannounced monitoring visit. We found that the provider has taken action to meet the requirements. The provider 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](#).