

Complaint about childcare provision

Ref: EY501334/4352269

Date: 13 January 2020

Summary of outcome

All early year's 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 11 December 2019 we received concerns that this provider was not meeting the requirements. We have issued a notice to improve. This 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. The provider is still registered with Ofsted.

Action to be taken by 31 January 2020:

Ensure that the correct procedures are followed to act on complaints, with particular regard to notifying parent of the outcomes of any investigations.

We are satisfied with the action the provider has taken. 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](#).