

## **Complaint about childcare provision**

Ref: EY217910/4398267

Date: 27 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 5 December 2019 we received concerns that this provider was not meeting some of these requirements. We carried out an unannounced visit on the 7 January 2020. We have issued a Notice to Improve (NTI). This is a notice that asks 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 needed

- review your complaints procedures to ensure that processes are understood and consistently implemented by all staff by 17 January 2020
- ensure that information is made available to parents about your complaints procedure and how to contact Ofsted if they wish to make a complaint by 17 January 2020.

The provider responded to the notice to improve within the timescales. 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](#).