

Complaint about childcare provision

Ref: 2543653/4393699

Date: 28 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. 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 information which raised concerns that the provider was not meeting some of these requirements. We looked into this information and found that the provider was not meeting all of the requirements. We served a notice of action to improve that required the provider to take the action below within the timescales set out. The provider responded to this notice confirming the steps they had taken to meet the actions highlighted below and we were satisfied with their response. The provider will be able to give parents further information about this. The provider is still registered with Ofsted.

Action required:

Ensure that systems in place to maintain an effective two-way flow of information with parents are consistently adhered to. In particular, where there are incidents which relate to children's well-being during the day – by 3 January 2020

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](#).