

## **Complaint about childcare provision**

Ref: EY308953/4374124

Date: 20 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 4 November 2019 we received concerns that this provider was not meeting some of these requirements. 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.

Actions needed by 20 January 2020:

- maintain a record of Disclosure and Barring Service checks including the reference number, the date the check was obtained and details of who obtained it
- ensure that the procedures for the use of mobile phones and cameras promote children's safety during the collection from school
- provide evidence of paediatric first aid training for staff
- ensure that records are accessible and available for inspection

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

