

Complaint about childcare provision

Ref: EY467190/4439835

Date: 6 February 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 30 January 2020, we received concerns that this provider was not meeting some of these requirements. We sent the provider a notice to improve which asks the provider to take action. The provider will be able to give parents further information about this. The provider is still registered with Ofsted.

Actions needed

- extend the mobile phone and camera policy to include others using mobile phones or cameras at your setting by 14 February 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](#).