

Complaint about childcare provision

Ref: 500879/4260354

Date: 5 July 2019

Summary of outcome

- 1) early years providers must meet the legal requirements in the Statutory framework for the early years foundation stage, (EYFS) 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 19 Jun 2019, we received concerns that this provider was not meeting some of these requirements. We conducted an unannounced visit to the provider on 5 July 2019. Following the visit, we have issued a Notice to Improve. This is a notice that 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. The provider is still registered with Ofsted.

Actions needed

train all staff to ensure they have a clear understanding of the correct procedures to follow in the event of an allegation being made against a member of staff 19 July 2019

The provider responded and demonstrated that they had taken appropriate measures to address the actions given.

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](#).