

Complaint about childcare provision

Ref: EY296685/4406327

Date: 14 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 17 December 2019 we received concerns that this provider was not meeting some of these requirements. The provider will be able to give parents further information about this. We raised a notice to improve, that required the provider to take the action below, within the timescale set out.

Action required by 14 January 2020

ensure that all required documentation is easily accessible for inspection by Ofsted at all times

ensure that there is a written record of any complaints and their outcome. The record of complaints must be made available to Ofsted on request

ensure that any persons on the committee complete the appropriate documentation in a timely manner to allow Ofsted to undertake the relevant checks to ensure their suitability.

Ofsted is satisfied with the action taken and 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](#).

