

Complaint about childcare provision

Ref: EY217824/4396330

Date: 16 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 03 December 2019 we received concerns that this provider was not meeting some of these requirements.

We have served a notice to improve. This notice requires the provider to take the actions below within the timescale set out. The provider will be able to give parents further information about this.

Actions needed by 27 January 2020:

ensure that leaders and managers monitor cleaning routines at the premises in order that the areas used for childcare are hygienically clean and well maintained, with particular regard to the pre-school bathroom

ensure a written record of complaints and their outcome are maintained and that all complaints are investigated appropriately

ensure the procedures set out in your safeguarding policy are up to date with current procedures and legislation and, understood by all staff to ensure that any safeguarding

concerns about children are reported to the appropriate agency without delay

ensure effective and consistent strategies are in place to manage children's behaviour to help children understand what is expected of them.

A suitable response has been received to the actions set.

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](#).