

Complaint about childcare provision

Ref: EY438965/4442324

Date: 12 March 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 21 October 2019, 27 January 2020 and 27 February 2020 we received similar concerns that this provider was not meeting some of these requirements. We made a telephone call to the provider on 20 February 2020 and 12 March 2020 and looked at all of the concerns to see whether they were meeting requirements specifically relating to General Suitable People Matters, General Information and Records and Complaints. We have served 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.

Actions needed

enable a regular and effective two-way flow of information with parents and relevant professionals, such as the local authority, including allowing them to provide feedback and discuss any concerns to help ensure the efficient running of the setting and the needs of all families are consistently met by 27 March 2020

respond appropriately to any complaints about the childcare service, including keeping a formal record of the concerns, investigating them thoroughly and reaching an outcome, which must be shared where relevant with the complainant to help resolve the issues raised by 27 March 2020.

We will await a response from the provider to the notice served. 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](#).