

Complaint about childcare provision

Ref: EY152041/4430432

Date: 2 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 the 21 January 2020 and 05 February 2020, we received information that raised concerns that the provider was not meeting some of the requirements. Following this we spoke with the nursery manager by telephone and reviewed the subsequent information. We have issued the provider with a notice to improve that requires them to take the actions below by 12 March 2020. The provider will be able to give parents further information about this.

Actions needed:

- ensure that parents are updated consistently of their children's experiences at the setting and are provided with any information that they request in line with the setting's policies and procedures.

The provider took appropriate action to meet the requirements and is still 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](#).

