

## **Complaint about childcare provision**

Ref: EY366005/4436024

Date: 13 March 2020

### **Summary of outcome**

'All early years providers must meet the legal requirements in the 'Statutory framework for the early year's foundation stage', which you can find at <https://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 27 January 2020 we received concerns that this provider was not meeting some of these requirements.

On 11 March 2020, we conducted an unannounced visit to the provision. Following this visit we served a notice to improve. This is a legal notice that requires the provider to take the actions below:

must comply with requirements of health and safety legislation (including hygiene requirements).

We set a completion date of 10 April 2020 for these actions to be met. The provider will be able to give parents further information about these matters.

Ofsted has received an appropriate response to the actions to demonstrate that requirements are now met.

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](#).