

## **Complaint about childcare provision**

Ref: EY348759/4392036

Date: 27 May 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](http://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 November 2019, we received concerns that this provider was not meeting some of these requirements. On 6 February 2020, we carried out an unannounced visit to the provider to assess whether the provider was meeting the requirements.

Following our visit, we issued the provider with 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. The provider is still registered with Ofsted.

Actions needed by 5 June 2020:

- ensure the premises, toys and equipment, are clean, safe and hygienically maintained at all times and comply with the requirements of health and safety legislation
- ensure staff follow the nursery's policies and procedures for nappy changing, to ensure children's health is not compromised.

### **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](#).