

Complaint about childcare provision

Ref: EY487226/4498307

Date: 1 June 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 24 March 2020 we received concerns that this provider was not meeting some of these requirements. We issued a Notice to Improve. This required the provider to take the action 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

- ensure you follow the procedures set out in your safeguarding policy. This refers to taking action in the event of an allegation being made against a member of staff. Complete before 09 June 2020.

We have received a response and are satisfied with the action taken by the provider.

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](#).