

Complaint about childcare provision

Ref: EY493158/4469534

Date: 16 June 2020

Summary of outcome

All early years providers must meet the legal requirements in the Statutory framework for the early years foundation stage 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 4 March 2020 we received concerns that this provider was not meeting some of these requirements. We sent the provider a notice to improve which asks the provider to take action. The provider will be able to give parents further information about this. The provider is still registered with Ofsted.

Actions needed by 26 June 2020

- ensure that Ofsted are notified, within the required timescales, of any proposal to change the hours during which childcare is provided.

- ensure that there are sufficient qualified staff caring for children at times where this is required.

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](#).