

Complaint about childcare provision

Ref: EY461331/4452851

Date: 3 July 2020

Summary of outcome

All early years providers must meet the legal requirements in the Statutory framework for the early years foundation stage. If we find that a provider is not meeting the requirements, we can take action to ensure they put matters right. On 12 February 2020 we completed a regulatory telephone call. Following the call we sent the provider a notice of action to improve (NTI) that asked the provider to;

make sure an accurate written record of accidents or injuries is maintained to ensure the safe and efficient management of the setting and to help ensure the needs of all children are met

ensure all staff have a clear understanding of their role and responsibility to protect children's health and safety.

We are satisfied with the action taken by the provider. 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](#).