

Complaint about childcare provision

Ref: EY547006/4439802

Date: 17 March 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 January 2020 and 25 February 2020, we received concerns that this provider was not meeting some of these requirements. We visited the setting 12 March 2020 and have issued a Notice to Improve that requires the provider to take the action below within the timescale set out.

Actions needed by 30 March 2020:

improve knowledge and understanding of the actions to be taken in the event of an allegation being made against a member of staff and ensure the procedures are followed in a timely manner.

A suitable response has been received in a timely manner. The provider will be able to give parents further information about this. The provider is still 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](#).