

## **Complaint about childcare provision**

Ref: EY558563/4489203

Date: 12 August 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 March 2020 we received concerns that this provider was not meeting some of these requirements. We have issued a notice of action to improve. This notice 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.

Actions needed by 7 September 2020:

- ensure that records of children's hours of attendance are maintained and that they reflect children's actual time of arrival and departure
- ensure that the required information is gathered about children including who has parental responsibility and legal contact

The provider has taken appropriate steps to meet the actions. 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](#).