

Complaint about childcare provision

Ref: EY289831/4550222

Date: 15 September 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 3 August 2020, we received concerns that the provider was not meeting some of these requirements.

On 12 August 2020, we contacted the provider about the concerns. We found the provider was not meeting some of the requirements. The provider has taken action to put this right.

The provider will be able to give parents further information about this. The provider is still registered with Ofsted.

Action taken by the provider:

- The provider conducted a further investigation to cover all aspects of the complaint and then provided the complainant with a full outcome of the complaint.

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](#).