

Complaint about childcare provision

Ref: EY340754/4566834

Date: 16 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 01 September 2020, we received concerns that the provider was not meeting some of these requirements.

On 7 September 2020 and 14 September 2020, we carried out regulatory telephone calls. We found the provider was not meeting some of the requirements. We have issued actions for the provider to take. The provider will be able to give parents further information about this. The provider is still registered with Ofsted.

Actions needed by 28 September 2020:

ensure that concerns relating to children's safety or welfare are notified to statutory agencies in a timely manner

give parents access to relevant data about their children on request.

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