

## **Complaint about childcare provision**

Ref: EY557868/4562713

Date: 4 September 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-foundationstage-framework--2](https://www.gov.uk/government/publications/early-years-foundationstage-framework--2). If we find that a provider is not meeting the requirements, we can take action to ensure they put matters right.

On 31 July 2020 we received concerns that this provider was not meeting some of these requirements. We contacted the setting on 1 September 2020 and found that not all of the 'Statutory framework for the early years foundation stage' requirements were being met. We issued a notice to improve, which asks the provider to take the action below. The provider will be able to give parents further information about this. The provider has taken appropriate steps in response to the action. The provider is still registered with Ofsted.

3.4 ensure that all staff are fully aware of the action to be taken in the event of an allegation being made against a member of staff by 16 September 2020.

### **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 on our website for a period of five years.

For further information about the complaints process please view the [Concerns and complaints about childminders and childcare providers leaflet](#).