

Complaint about childcare provision

Ref: EY418306/4581062

Date: 23 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-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 21 September 2020, we received concerns that this provider was not meeting some of these requirements. We have issued a Notice to Improve. This is a statutory notice that requires the provider to take the action below by 14 October 2020. The provider will be able to give parents further information about this.

Action needed:

monitor the effectiveness of cleaning routines, with particular regard to toilet facilities to ensure that they suitably meet health and hygiene requirements.

Action taken:

The provider has taken appropriate steps to ensure that cleaning routines are effective and regularly monitored to meet health and hygiene requirements. We are satisfied that the provider has taken appropriate action to put matters right. 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 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](#).