

Complaint about childcare provision

Ref: EY501096/4586188

Date: 6 October 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 28 September 2020, we received concerns that the provider was not meeting some of these requirements.

On 30 September 2020, we carried out a regulatory visit. We found the provider was not meeting some of the requirements. We have issued the provider with a notice of action to improve. This is a notice which requires the provider to take the action below within the timescale set out.

Action needed by 14 October 2020:

Ensure that all staff promote the good health of children attending the setting, with particular regards to making sure that those staff who smoke outside of the premises follow health and safety guidance when returning to work directly with children.

We received a response from the provider confirming the action taken to meet the requirements and were satisfied that the provider has taken appropriate action to address the weakness identified. The provider will be able to give parents further information about this. 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](#).