

Complaint about childcare provision

Ref: EY478404/4574653

Date: 9 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 11 September 2020, we received concerns that the provider was not meeting some of these requirements.

On 18 September 2020, we carried out a regulatory visit. We found the provider was not meeting some of the requirements and had taken action to put this right. The provider will be able to give parents further information about this. The provider has taken measures to ensure the premises are secure at all times and that unknown persons cannot access the premises.

Additionally, during the visit, we found new areas of concern. This means that the provider was not meeting other requirements as set out in the Statutory framework for the early years foundation stage. In relation to the new areas of concern, we have issued actions for the provider to take.

Actions needed by 2/10/2020:

ensure that written complaints are investigated; that complainants are notified of the outcome of the investigation within 28 days of receipt of the complaint and that a record of the complaints is made available to Ofsted on request.

We found that the provider had failed to notify Ofsted of two significant events, which is a requirement of their registration. The provider will be able to give parents further

information about this. The provider is still registered with Ofsted.

The provider has met the action set at the visit. 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 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](#).