

## **Complaint about childcare provision**

Ref: EY399785/4840261

Date: 10 August 2021

### **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](http://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 14 July 2021, we received concerns that the provider was not meeting some of these requirements.

On 3 August 2021, we carried out a regulatory telephone call. We found the provider was not meeting some of the requirements. We have issued actions for the provider to take

Actions needed by 16 August 2021:

implement a daily record of attendance which documents all children's arrival and departure times for each session attended

take steps to ensure all notifications that must be made to Ofsted, particularly with regard to changes to people connected to the registration are undertaken in a timely manner.

The provider will be able to give parents more information.

The provider responded to the actions that were set. We are satisfied that they have improved arrangements for recording attendance of children's hours. Furthermore, the provider has taken steps to ensure that changes that need to be notified to Ofsted regarding

associations connected to the registration are kept up to date.

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](#).