

## **Complaint about childcare provision**

Ref: EY393719/4245384

Date: 30 August 2019

### **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 3 June 2019, we received concerns that the provider was not meeting some of these requirements. On 16 July 2019, we carried out a regulatory visit. We found the provider was not meeting some of the requirements. We have issued actions for the provider to take. The provider will be able to give parents further information about this.

Actions needed by 2 September 2019:

- ensure staff promote the good health of children and meet their basic care needs, particularly in regard to nappy change routines
- keep a written record of any complaints made, including the outcome and any actions taken.

On 29 August 2019, the provider responded to the actions set. We found that the provider had improved their complaints procedure and arrangements for promoting the good health of children.

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](#).