

Complaint about childcare provision

Ref: EY539142/3987642

Date: 10 September 2018

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 3 August 2018 we received concerns that the provider was not meeting requirements. We visited the provider on 7 August 2018 and we served a Welfare Requirements Notice. This is a legal notice that requires the provider to take the actions below within the time scales set out. The provider will be able to give parents further information about this.

- * implement effective risk assessments to ensure that all activities and resources that children come into contact with are identified, managed and minimised, particularly when all children are grouped together by 24 August 2018
- * implement a written policy and procedure for complaints. Ensure that all complaints or concerns are fully investigated and responded to in a timely manner by 24 August 2018
- * ensure that staff are deployed effectively to meet children's individual needs, with particular regard to when younger children join the older children by 24 August 2018
- * ensure that documentation is available for inspection by 24 August 2018.

We completed a compliance visit on 30 August 2018 and we are now satisfied that the provider is meeting the requirements. 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 for five years commencing on the date we complete our investigation.

For further information about the complaints process please view the [Concerns and complaints about childminders and childcare providers leaflet](#).