

Complaint about childcare provision

Ref: EY337018/4091160

Date: 12 February 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. If we find that a provider is not meeting the requirements, we can take action to ensure they put matters right.

On 29 November 2018 we received concerns that this provider was not meeting some of these requirements.

We have served actions. This notice requires the provider to take the action below within the timescales set out. The provider will be able to give parents further information about this. The provider is still registered with Ofsted.

Action needed:

Ensure all staff understand the safeguarding policy and procedures and are able to identify, understand and respond appropriately to signs of possible abuse or neglect by 23 January 2019;

Ensure appropriate records are maintained to ensure the needs of all children are met by 30 January 2019.

A suitable response was received to the actions received.

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](#).