

## **Complaint about childcare provision**

Ref: EY486932/4047703

Date: 13 March 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. In October 2018, we received information that raised concerns that the provider was not meeting some of these requirements.

On 23 January 2019, we made an unannounced visit to the setting and found that they were not meeting some of the requirements. We served the provider with a notice to improve that requires them to take the following actions before 01 March 2019:

- ensure all staff understand and can follow the setting's policies and procedures to safeguard children, particularly the procedure to follow when there is an allegation against staff

- ensure that systems for recording children's daily hours of attendance and who is looking after them (and when) are completed consistently and accurately

On 27 February 2019, the provider wrote to us in response to the notice to improve. The provider has taken appropriate action to meet 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](#).