

## **Complaint about childcare provision**

EY274438/C331163

**Date:** 16/01/2018

### **Summary of complaint**

On 7 November 2017, Ofsted received a complaint which raised concerns the setting not following their safeguarding and sickness/illness policies and procedures appropriately. These concerns relate to the Early Years Foundation Stage (EYFS) welfare requirements.

Ofsted liaised with other statutory agencies. The statutory agency met with the provider and set actions in relation to the concerns raised. The statutory agency gave feedback to Ofsted confirming that the provider had engaged with them and addressed the actions set. We asked the provider to respond to the concerns raised. We looked into the EYFS welfare requirements relating to child protection; information and records; information for parents and carers. The provider responded to the concerns by reviewing and updating the setting's policies and procedures. The provider met with staff to ensure they understood the revised policies and procedures.

We reviewed the providers response and found satisfactory action had been taken to address the concerns raised. 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 on how we deal with complaints about providers, please view the *Early years compliance handbook* which can be found here at [www.gov.uk/government/publications/early-years-provider-non-compliance-action-by-ofsted](http://www.gov.uk/government/publications/early-years-provider-non-compliance-action-by-ofsted)