

## **Complaint about childcare provision**

113454/C335602

**Date:** 18/01/2018

### **Summary of complaint**

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 January 2018, we received concerns that this provider was not meeting some of these requirements. We sent the provider a notice to improve outlining the actions below within the timescale set out. The provider will be able to give parents further information about this. The provider is still registered with Ofsted.

Actions needed:

assess the ongoing suitability of staff and make sure that supervision provides support, coaching and training for the practitioner, by 31 January 2018

introduce effective recruitment and induction procedures, including a clear job description, to ensure all staff are fully aware of their role and responsibilities to safeguard children, by 31 January 2018

improve understanding of what needs to be notified to Ofsted, the local authority designated officer and other agencies, by 31 January 2018.

The provider has responded positively to the notice to improve. We are satisfied with the action taken.

### **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)