

Complaint about childcare provision

254195/C339448

Date: 24/02/2018

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

On 15 February 2018 we received information that raised concerns that this provider was not meeting some of these requirements.

We have issued a Notice of Action to Improve. This is a legal notice that requires the provider to take the actions 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 by 23 February 2018

Ensure that the security arrangements that are in place are adhered to and that children cannot leave the premises unsupervised.

Ensure that staff are vigilant and take all reasonable steps to ensure children are not exposed to risks. Demonstrate how the risks are being managed and ensure that risk assessments identify aspects of the environment that need to be checked on a regular basis, when and by whom those aspects will be checked, and how the risk will be removed or minimised.

Action needed by 9 March 2018

Ensure that there are suitable hygienic changing facilities for changing any children who are in nappies.

Ensure that there is a written procedure for dealing with complaints from parents/carers and keep a written record of any complaints, and their outcome. Ensure all complaints are investigated relating to the fulfilment of the EYFS requirements and notify complainants of the outcome of the investigation within 28 days. The record of complaints must be made available to Ofsted on request.

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