

Complaint about childcare provision

EY553133/C332815

Date: 01/03/2018

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 24 November 2017 we received concerns that this provider was not meeting some of these requirements. We have issued a Notice to Improve. This 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

3.4 - ensure you understand and follow your safeguarding policy and procedures in the event of an allegation being made against a member of staff. 04 January 2018

The provider has taken suitable steps to meet the above action.

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