

Complaint about childcare provision

EY546271/C337675

Date: 17/03/2018

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 26 January 2018 we received concerns that this provider was not meeting some of these requirements. We have set two actions within the timescales set out.

Actions

ensure that the designated person for safeguarding has the appropriate training as outlined by the Local Safeguarding Children's Board
ensure that Ofsted are notified of any changes with regards to the hours of which childcare is provided.

The provider will be able to give parents further information about this. 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

