

## **Complaint about childcare provision**

251760/C342390

**Date:** 10/04/2018

### **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 20 March 2018 we received concerns that this provider was not meeting some of these requirements. We visited the provider and as a result we have served a Welfare Requirements Notice. 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.

Actions needed;

ensure the safeguarding policy and procedures include a clear explanation of the action to be taken when there are safeguarding concerns about a child

make sure staff are trained to understand the safeguarding policy and procedures and how to respond to possible abuse or neglect in a timely and appropriate way

ensure you have regard to the government's statutory guidance 'Working Together to Safeguard Children 2015' and that concerns about children's safety and welfare are notified to agencies with statutory responsibilities without delay.

We will monitor the provider to ensure they meet these actions.

## **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)