

## **Complaint about childcare provision**

EY376233/C339151

**Date:** 29/03/2018

### **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](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 12 February 2018 the provider made a notification to us and on 12 March 2018, we received concerns that this provider was not meeting some of these requirements. On 16 March 2018, we carried out an unannounced visit to the setting to assess whether the provider was meeting the requirements.

Following our visit, we sent the provider a notice to improve. This is a 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 by 18 April 2018:

ensure there are effective systems in place to evidence adults suitability to work with children including the vetting processes that have been completed

ensure all staff have the required skills to handle children appropriately to support their emotional needs and wellbeing

ensure safe food preparation arrangements are consistently followed by all staff.

The provider has since confirmed that the actions have been met.

### **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)