

Complaint about childcare provision

EY497202/C338504

Date: 27/04/2018

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. If we find that a provider is not meeting the requirements, we can take action to ensure they put matters right. On 05 February 2018, we received concerns that this provider was not meeting some of these requirements. On 13 March and 23 April 2018, we visited the provider. We have issued a Notice 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 remains registered with Ofsted.

Actions needed:

ensure the safeguarding policy reflects the setting's procedures and is clearly understood by staff by 30 April 2018

ensure an accurate record of accidents or injuries is maintained and that parents are informed of any accidents and/or injuries their children sustain by 30 April 2018

ensure that all required records are easily accessible and available for inspection at any time by 30 April 2018.

The provider subsequently took appropriate action to comply with requirements.

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