

## **Complaint about childcare provision**

EY346787/C341384

**Date:** 18/05/2018

### **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 13 March 2018 we received concerns that this provider was not meeting some of these requirements, in particular that they had not followed the required safeguarding procedures. We liaised with the provider and found that although they had taken steps to ensure compliance with safeguarding procedures they had not complied with the requirement relating to managing complaints. Therefore we issued the provider with a Notice to Improve. This notice required the provider to take the action below within the timescale set out. The provider will be able to give parents further information about this.

#### Action needed

keep a written record of any complaints, and their outcome and ensure the record of complaints is available for inspection by 30/03/2018

The provider has taken steps to comply with the notice to improve.

The provider is still 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](http://www.gov.uk/government/publications/early-years-provider-non-compliance-action-by-ofsted)