

## **Complaint about childcare provision**

EY491425/C334709

**Date:** 13/03/2018

### **Summary of complaint**

'All early years providers must meet the legal requirements in the 'Statutory framework for the early year's foundation stage', which you can find at <https://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 14 December 2017, we received concerns that this provider was not meeting some of these requirements. Ofsted referred these concerns to the Local Authority Designated Safeguarding Officer (LADO), whose duty it is to investigate any allegations of harm. The LADO contacted the provider who took appropriate action to follow their own safeguarding policies and procedures where an allegation has been made against a member of staff. The provider is working cooperatively with all agencies with safeguarding responsibilities.

The provider has taken action in order to meet requirements of registration in relation to safeguarding practices; suitable people; staff qualifications, training, support and skills and managing behaviour.

Ofsted are satisfied with the outcomes of internal investigations conducted by the setting.

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