

## **Complaint about childcare provision**

EY349403/C347910

**Date:** 15/06/2018

### **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 22 May 2018 we received concerns that this provider was not meeting some of these requirements. We sent the provider a notice to improve which asks them to take the action below within the timescale set out. The provider will be able to give parents further information about this.

Action needed:

ensure that the lead professional for safeguarding fully understands signs of possible abuse so that concerns are referred to the appropriate agency in a timely manner by 2 July 2018.

We are satisfied that the provider has taken appropriate action. 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)