

Complaint about childcare provision

EY408780/C347145

Date: 10/07/2018

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 15 May 2018 we received concerns that this provider was not meeting some of these requirements. We have issued a Notice to Improve. This 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.

A suitable response to the above has been received from the provider.

Actions needed

3.4 - follow your own safeguarding policy and procedures when an allegation is made against a member of staff 20/07/2018

3.6 - ensure all staff are trained to understand the safeguarding policy and procedures and have up to date knowledge of safeguarding issues
20/07/2018

3.74 - keep a written record of any complaints and their outcomes
20/07/2018.

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