

Complaint about childcare provision

Ref: 133076/4029364

Date: 20 October 2018

Summary of outcome

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 19 September 2018 we received concerns that this provider was not meeting some of these requirements.

The provider must take the actions below by 12 October 2018.

Action needed;

ensure that all staff who work with babies receive appropriate training to help them gain the knowledge and skills required for their role,

ensure safeguarding concerns are reported to the appropriate authorities in a timely manner.

We are satisfied with the action taken and 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 about the complaints process please view the [Concerns and complaints about childminders and childcare providers leaflet](#).