

## **Complaint about childcare provision**

Ref: 322070/4067199

Date: 19 November 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](http://www.gov.uk/government/publications/early-years-foundation-stage-framework). If we find that a provider is not meeting the requirements, we can take action to ensure they put matters right.

On 31 October 2018, Ofsted received concerns regarding an injury sustained by a child, staff not meeting children's needs and behaviour management of children. We visited the setting where we found that despite the setting having an appropriate policy and procedure in the event of an allegation being made against a member of staff, they did not follow this. We issued a notice to improve as a result. This is a legal notice that requires the provider to take the actions below within the timescale set out. The provider will be able to give parents further information about this. The provider remains registered with Ofsted.

#### **Actions needed**

ensure the policy and procedures for safeguarding children are followed in the event of an allegation being made against a member of staff. – By 3 December 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 about the complaints process please view the [Concerns and complaints about childminders and childcare providers leaflet](#).