

## **Complaint about childcare provision**

Ref: EY549170/4082518

Date: 30 January 2019

### **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](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.

We received a concern and conducted an unannounced visit where we issued a notice to improve. This requires the provider to take the action below within the timescales set out. The provider will be able to give parents further information about this.

Action needed by 6 December 2018:

ensure staff understand and implement effective safeguarding procedures, in particular the use of mobile phones and allegations against staff,

ensure that staff, including those who are also parents or relatives of children that attend the setting, are aware of their professional role and the management systems to help keep children safe,

ensure records are maintained and share information with other agencies, to assist in the safe and efficient management of the setting and to meet the needs of the children.

Although not connected with the original concern, we raised a further action as outlined below:

ensure the medication policy and the procedures to follow in the event of a child requiring medication are understood by all staff and implemented effectively.

The provider has responded to the notice issued. Ofsted are satisfied with the action taken. 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](#).