

Complaint about childcare provision

Ref: 206110/4079815

Date: 14 March 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.

If we find that a provider is not meeting the requirements, we can take action to ensure they put matters right. On 12 November 2018 we received concerns that this provider was not meeting some of these requirements. We have served actions that 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.

Actions needed

ensure that staff understand the safeguarding policy and procedure and ensure that all have an up to date knowledge of safeguarding issues by 4 March 2019

ensure that the policy regarding the action taken in the event of an allegation being made against staff is known and understood by all by 4 March 2019

A suitable response was received to the actions set.

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](#).