

## **Complaint about childcare provision**

Ref: EY448224/4211309

Date: 2 May 2019

### **Summary of outcome**

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. On 26 April 2019 we carried out a visit to the provider, following concerns raised to Ofsted. We served a notice of action to improve following the visit. This is a legal notice 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 remains registered with Ofsted.

Actions needed:

- implement a policy and procedures to safeguard children, specifically, liaising with local statutory children's services agencies when there is a concern about a child's welfare

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-improve knowledge of safeguarding issues, including the signs and symptoms of abuse in order to respond in a timely and appropriate way to concerns

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-ensure the effective management of records to ensure that the needs of children are met

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### **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](#).