

Complaint about childcare provision

Ref: EY382538/4199251

Date: 2 May 2019

Summary of outcome

'All early years providers must meet the legal requirements in the 'Statutory framework for the early year's foundation stage', which you can find at <https://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 4 April 2019, we received concerns that this provider was not meeting some of these requirements. Ofsted liaised with professional agencies who have a responsibility to safeguard children.

Following discussions with the provider, and a formal review of their internal investigations into the concerns, we served a notice to improve. This is a legal notice that requires the provider to address the action set out below:

ensure your safeguarding policies and procedures are in line with the guidance and procedures of the relevant Local Safeguarding Children Board (LSCB). The safeguarding policy and procedures must include an explanation of the action to be taken when there are safeguarding concerns about a child and in the event of an allegation being made against a member of staff, these must always be adhered to.

We set a completion date of 17 May 2019 for this action to be met. The provider will be able to give parents further information about these matters.

The provider has responded to our action and demonstrates that they are meeting requirements.

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](#).