

## **Complaint about childcare provision**

Ref: EY495001/4212494

Date: 13 May 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. On 23 April 2019 we received concerns that this provider was not meeting some of these requirements. On the 8 May 2019 we carried out an unannounced visit to the premises and found that the setting had not followed their safeguarding policy and procedures. The setting have taken action. They have reviewed and updated the safeguarding procedures in line with the relevant Local Safeguarding Board with particular regard to if an allegation is made against a member of staff and have planned for further safeguarding training.

We issued the provider a Notice to Improve (NTI). This is a notice that asks the provider to take the action below within the timescale set out. The provider will be able to give parents further information about this. The provider was still registered with Ofsted.

#### **Action needed**

-ensure that staff's knowledge and understanding of the whistle blowing procedures is secure and they are able to implement them effectively by 15 May 2019.

We are satisfied with the action taken by the provider. The provider is still 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](#).