

## **Complaint about childcare provision**

Ref: EY423162/4216276

Date: 23 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](http://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 30 April 2019 we received concerns that this provider was not meeting some of these requirements. We carried out an unannounced visit on 15 May 2019 where we found that the provider does not implement appropriate safeguarding procedures and does not have a good enough understanding of events that need to be notified to Ofsted. We have issued a Notice to Improve. This is a notice that requires the provider to take the actions below by 13 June 2019. The provider will be able to give parents further information about this. The provider is still registered with Ofsted.

Actions needed;

ensure the designated lead for safeguarding has the relevant knowledge and skills to implement safeguarding procedures and provide support, advice and guidance to staff, including knowledge of action to be taken in the event of an allegation against a member of staff

improve knowledge and gain a secure understanding of all events that need to be notified to 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](#).