

Complaint about childcare provision

Ref: EY481174/4216314

Date: 14 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. 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 information that raised concerns regarding behaviour management and meeting children's emotional needs. We carried out an unannounced visit to the provision. We found that the provider needed to take action to meet the requirements. We are satisfied with the action taken by the provider in this regard. However the provider did not notify the relevant authorities of a possible safeguarding concern. Although not related to the original concerns, we found that the provider had not followed the correct procedures when notifying complainants of the outcome of the investigation into their complaint. We have issued the provider with a Notice of action to improve. This is a legal notice that requires the provider to take the action 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.

Action needed:

improve knowledge and understanding of when to notify the relevant agency with statutory responsibility of any safeguarding referrals by 31 May 2019

ensure any complainant, who submit their complaint in writing, is notified of the outcome of the investigation within 28 days by 31 May 2019.

The provider responded to our notice to improve by 31 May 2019. We found that the provider had taken appropriate action.

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](#).