

Complaint about childcare provision

Ref: 113554/4182192

Date: 4 June 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. If we find that a provider is not meeting the requirements, we can take action to ensure they put matters right. On 14 March 2019 and 2 April 2019, we received information raising concerns relating to the general suitability of people and how complaints are managed. We carried out two unannounced visits and we found that the requirement for the management of complaints were met. We issued the provider with two notices to improve related to the suitability of people working with children or who have regular contact with them. This is a legal notice that requires 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 is still registered with Ofsted.

Action needed:

devise effective procedures to ensure that staff and any other people who are likely to have regular contact with children are suitable, by 17 May 2019

ensure that the procedures for the supervision of staff provides opportunities to discuss the needs of children and that the supervision meetings identify solutions to issues as they arise, coaching and training are identified and implemented, by 17 May 2019.

The provider subsequently took appropriate action to ensure that staff and other people who are likely to have regular contact with children are suitable. They also took appropriate action to ensure that supervision meetings provide opportunities to discuss children needs. The supervision meetings also include the identification and implementation of training needs of staff to help increase their skills.

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](#).