

## **Complaint about childcare provision**

Ref: EY287746/4254758

Date: 18 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--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 11 June 2019, we received concerns that this provider was not meeting some of these requirements. We carried out an unannounced visit on 14 June 2019, where we found no evidence of non compliance with the EYFS requirements in relation to the concerns. However, although it was not part of the complaint we found that the designated safeguarding lead (DSL) for the setting had not attended a local authority approved DSL course, they had however, completed level two child protection course. We have issued a notice to improve that requires the provider to take the actions 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.

Demonstrate how you will ensure the designated safeguarding lead (DSL) attends a child protection training course, taking account of any advice from the LSCB or local authority on appropriate training courses by 12 July 2019.

### **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](#).