

## **Complaint about childcare provision**

Ref: EY435689/4187945

Date: 7 June 2019

### **Summary of outcome**

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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 22 March 2019 we received information relating to the suitability of staff that raised concerns that this provider was not meeting some of these requirements. This relates to the inappropriate way staff behave. On 5 June 2019 we visited the provider and found she was not meeting some of these requirements. We served a Notice to Improve. This is a legal notice that requires the provider to take the actions below within the timescales set out. We issued three actions as the provider was in breach of the requirements. The provider will be able to give parents further information about this. Furthermore, the provider had not notified Ofsted of this information which relates to information that should be notified to Ofsted. The provider has since taken action to improve their knowledge of when to notify Ofsted within the agreed time scales. As a result, we took no further action on this breach.

#### Actions needed:

ensure all staff including the management team gain a secure understanding of their role and responsibility and the procedures to follow in the event of an allegation of inappropriate staff behaviour by 21/06/2019

ensure all staff have up-to-date knowledge of safeguarding issues and have a clear understanding of the signs and symptoms of abuse or neglect, with particular regard to the inappropriate behaviour by other staff members or those that work with the children by 21/06/2019

ensure the complaints procedure is accurately followed and that all complaints and concerns

raised are recorded by 21/06/2019

We have received an appropriate response from the provider that complies with the actions set.

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](#).