

## **Complaint about childcare provision**

Ref: EY428277/4246638

Date: 19 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 4 June 2019 the provider notified us of a parent complaint. We visited on 12 June 2019 and served a welfare requirements notice. This is a legal notice that requires the provider to take the actions below by 28 June 2019

- ensure any concerns about children's safety and welfare are recorded and responded to, in line with the guidance and procedures of the relevant local safeguarding children board, to ensure children are protected from harm
- ensure effective systems are in place to notify Ofsted of any allegations of harm or abuse by any person looking after children within the required time frame
- ensure children are not threatened by any punishment which could adversely affect a child's well-being
- ensure a record is kept of any occasion where physical intervention is used, and parents and/or carers are informed on the same day, or as soon as reasonably practicable.

The provider will be able to give parents further information about this. The provider remains 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](#).