

## **Complaint about childcare provision**

Ref: EY542365/4230659

Date: 24 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 14 May 2019 we received concerns that this provider was not meeting some of these requirements. We have served a Welfare Requirements Notice. This is a legal notice 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.

Actions needed by 21 June 2019:

review the safeguarding policy and procedures to ensure they are in line with the guidance and procedures of the Local Safeguarding Children Board (LSCB), with particular regard to an allegation being made against a member of staff

ensure that leaders and staff are fully aware of their safeguarding responsibilities, including for making referrals, and liaise with the appropriate external agencies where required

train all leaders and staff to ensure they have up-to-date knowledge and understanding of the safeguarding procedures to follow, with regard to an allegation made against a member of staff and whistleblowing.

### **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](#).