

## **Complaint about childcare provision**

Ref: EY382963/4235952

Date: 12 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 23 May 2019, we received information about an incident that happened at the setting. We initially contacted the provider by telephone to discuss the information. We subsequently visited the provider on 31 May 2019 and found that the provider took appropriate action. We found no breaches of requirements relating to the concerns. We have issued them with a Notice to Improve related to a separate matter. 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.

Action needed:

improve knowledge about changes or significant events that must be notified to Ofsted, by 12 July, 2019

improve systems for monitoring emerging safeguarding concerns and take appropriate action to protect a child, in line with the setting's policy and procedures, by 12 July, 2019.

The provider is still registered with Ofsted.

The provider responded in writing to the notice to improve and we are satisfied with the action taken to meet requirements.

### **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](#).