

Complaint about childcare provision

Ref: EY350014/4223099

Date: 19 July 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. If we find that a provider is not meeting the requirements, we can take action to ensure they put matters right. On 8 May 2019, we received concerns that the 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 action below within the timescales set out. The provider will be able to give parents further information about this.

Actions needed:

ensure that systems for staff supervision are effective and provide timely support, coaching and training for all staff to promote continuous improvement and consistently high-quality teaching and care by 8 July 2019

review and improve the management and staffing arrangements and ensure they meet the needs of the children and ensure their safety by 8 July 2019

ensure that all staff understand the safeguarding policy and procedures including the procedure that must be followed in the event of an allegation against a member of staff by 8 July 2019

amend the procedure for dealing with concerns and complaints from parents and/or carers, and keep a written record of any complaints and their outcome by 8 July 2019

ensure staff manage children's behaviour in an appropriate way and keep a record of any occasion where physical intervention is used and inform parents on the same day by 8 July 2019

We have monitored the provider's compliance with the actions above and are satisfied with the actions taken. 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](#).