

Complaint about childcare provision

Ref: EY501203/4269762

Date: 3 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 26 June 2019, we received a concern. We conducted an unannounced visit on 2 July 2019, where we issued them with a notice to improve to improve. This 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.

Actions required:

improve knowledge of the procedures to follow and action to take in the event of an allegation being made against a member of staff, by 16 July 2019

ensure that it is clear to staff, parents and inspectors how risks in the environment are identified, assessed and minimised, by 16 July 2019.

The provider to appropriate action to meet the requirements.

On 8 July 2019, the provider notified us of an incident at the setting. The notification means that the provider met their legal responsibility as set out in the early years foundation stage welfare requirements to notify Ofsted of a significant event. On 23 July 2019, we conducted an unannounced visit and found that the provider had taken appropriate action to meet the requirements. Ofsted took no further action.

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](#).