

Complaint about childcare provision

Ref: EY543337/4247221

Date: 25 July 2019

Summary of outcome

'All early years providers must meet the legal requirements in the 'Statutory framework for the early year's foundation stage', which you can find at <https://www.gov.uk/government/publications/early-years-foundation-stage-framework>. If we find that a provider is not meeting the requirements, we can take action to ensure they put matters right.

On 15 May 2019, the provider notified us of a safeguarding concern. 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 any allegations of serious harm or abuse by any person living, working, or looking after children at the premises (whether the allegations relate to harm or abuse committed on the premises or elsewhere).

On 10 July 2019, Ofsted received further concerns in relation to historical safeguarding allegations.

On 23 July 2019, we conducted an unannounced visit to the setting. We found that appropriate action had not been taken in relation to historical safeguarding concerns. However, the provider had taken action by conducting further training with staff to ensure they follow the correct safeguarding procedures. We were satisfied that the provider was now taking appropriate action to meet statutory requirements of registration.

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](#).