

Complaint about childcare provision

Ref: 309843/4283923

Date: 29 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 17 July 2019, during a planned visit to the playgroup, we found that the provider had breached one of these requirements. We sent the provider a notice of action to improve which asked the provider to take the action below within the timescale set out. The provider will be able to give parents more information about this:

Action agreed by 12 August 2019:

ensure that all staff, including the designated safeguarding person, fully understands and implements the playgroup's child protection and safeguarding procedures.

We are satisfied with the action taken by the provider. 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](#).