

Complaint about childcare provision

Ref: EY556578/4319806

Date: 4 September 2019

Summary of outcome

Early years providers must meet the legal requirements in the Statutory framework for the early years foundation stage, (EYFS) 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 30 August 2019, we received concerns that this provider was not meeting some of these requirements. We have sent the provider a Notice 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.

Action needed:

- ensure all staff know, understand, and fully implement the setting's written policies and procedures for safeguarding children at all times. Particularly in this case, by ensuring that the setting's policies relating to staff use of social media sites are followed by 16 September 2019.

The provider responded within the agreed timescale. She told us that she had revised and reviewed safeguarding procedures in relation to staff use of social media sites. She told us she had made all staff and parents aware of the amended policy and had delivered refresher training to all staff in regard to this practice. We are satisfied with the action the provider has taken. The provider is still 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.