

## **Complaint about childcare provision**

Ref: EY499711/4306037

Date: 17 September 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](http://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 9 August 2019 we received a notification from the provider and on the 13 August 2019 we received additional information that raised concerns about the providers understanding of the local safeguarding children board procedures, which suggested this provider was not meeting some of the requirements. We visited the provider to discuss the concerns and have issued a Notice to Improve. This is a notice that requires the provider to take the actions below within the timescales set out. The provider will be able to give parents further information about this. The provider is still registered with Ofsted.

#### Action required

implement the safeguarding policy including action to be taken when there are concerns about a child or an allegation is made against a member of staff - by 4 October 2019

record information about the identity checks and vetting processes that have been completed, including the criminal records check reference number, the date a check was obtained and details of who obtained it - by 4 October 2019.

The provider has addressed the above actions within the set timescale. The provider remains suitable for registration.

### **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.](#)