

Complaint about childcare provision

Ref: EY399723/4307156

Date: 4 November 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 28 June 2019, we received information that was not meeting some of these requirements. On 17 October 2019, we visited the provider and issued a notice to improve, which asks the provider to take action. The provider will be able to give parents further information about this.

Actions needed:

ensure that the pre-school safeguarding procedures are followed in the event of an allegation being made against a member of staff by 1 November 2019

ensure that all staff, including the designated person for child protection, understand the safeguarding policy and procedures so they are fully aware of action to take if they have any safeguarding concerns by 1 November 2019

take all reasonable steps to ensure that children are not exposed to risks by implementing effective risk assessment procedures by 1 November 2019.

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.](#)