

Complaint about childcare provision

Ref: EY481252/4283580

Date: 11 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 17 and 23 July 2019 we received concerns that this provider was not meeting some of these requirements.

We have served a notice to improve. This notice requires the provider to take the actions below within the timescale set out. The provider will be able to give parents further information about this.

Action needed by 31 October 2019:

ensure the procedures set out in your safeguarding policy are implemented appropriately, and understood by all staff so that any safeguarding concerns about children are reported to the appropriate agency without delay

ensure you are alert to any issues of concerns in the child's life at home or elsewhere. This is with particular regard to taking appropriate action when children's attendance causes concern.

The provider has responded appropriately to these actions.

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](#).