

## **Complaint about childcare provision**

Ref: EY315830/4336543

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](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 20 September 2019, we received concerns that this provider may not be meeting some of these requirements.

On 23 September 2019, we carried out an unannounced visit to the provider to assess whether the provider was meeting the requirements.

Following our visit, we issued the provider with a Notice to Improve. This is a notice that 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. The provider is still registered with Ofsted.

Action needed by 18 November 2019:

ensure all staff have a secure understanding of safeguarding issues and can effectively implement the policy and procedure to safeguard children.

### **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](#).