

Complaint about childcare provision

Ref: 206109/4310773

Date: 18 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 12 August 2019 the provider notified us of a child protection concern and on 13 September 2019 we received concerns that this provider was not meeting some of the requirements. We have issued a notice of action to improve. This notice 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.

Actions needed:

- ensure that staff understand and can implement the safeguarding policies and procedures where there are concerns about a child and that referrals are made in a timely manner by 20 November 2019
- ensure that staff understand the procedure to follow in the event of an allegation being made against a member of staff by 20 November 2019

The provider has taken appropriate steps to meet the actions. 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](#).