

Complaint about childcare provision

Ref: EY480309/4392833

Date: 7 January 2020

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. If we find that a provider is not meeting the requirements, we can take action to ensure they put matters right. On 28 November 2019, we received concerns that this provider was not meeting some of these requirements. On 6 December 2019 we conducted an unannounced visit and found that this provider was not meeting some of these requirements. We issued a Welfare Requirement Notice. This is a legal 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.

Actions needed:

ensure safeguarding policies and procedures are adhered to by all staff with particular regard to whistle blowing procedures, so that any poor practice is swiftly identified and addressed by 2 January 2020

ensure that all staff have safeguarding knowledge of how to identify, support and protect children who may be at risk of harm from extreme behaviours and views by 2 January 2020.

We made an unannounced visit on 3 January 2020 and found that the provider had met all the actions above.

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](#).