

Complaint about childcare provision

Ref: 206126/4310754

Date: 22 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. On 12 August 2019 we received concerns that this provider was not meeting some of these 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 by 4 Feb 2020:

- ensure that the safeguarding policy includes an appropriate procedure for staff to follow if they need to make a referral or report an allegation
- ensure that all staff have an up-to-date knowledge of safeguarding issues and can respond to safeguarding concerns in an appropriate way
- ensure that there are appropriate systems in place to establish the ongoing suitability of staff
- ensure that the supervision of staff provides appropriate support, coaching and training so that they continue to develop their own practice

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.