

## **Complaint about childcare provision**

Ref: EY409425/4401698

Date: 10 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](http://www.gov.uk/government/publications/early-years-foundation-stage-framework--2). If we find a provider is not meeting the requirements, we can take action to ensure they put matters right. On 6 December 2019 we received a concern that the provider was not meeting some of these requirements. We carried out a visit and found that the provider was meeting requirements in relation to providing children with a Key Person. However, we identified that the provider was not consistently following their policies in relation to Child Protection to safeguard children. We have served a Welfare Requirements 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.

Action required by 30 January 2020

ensure child protection policies and procedures are implemented consistently, particularly in relation to recording information about safeguarding concerns and managing allegations.

We are satisfied with the action the provider has taken. 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](#).