

Complaint about childcare provision

Ref: EY383704/4442436

Date: 11 February 2020

Summary of outcome

All early years providers must meet the legal requirements in the Statutory framework for the early years foundation stage (<https://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 31 January 2020 we received concerns that this provider was not meeting some of these requirements.

We liaised with the provider. We found that the provider had taken prompt and effective action to prevent a re-occurrence of the reporting incidents/allegations procedure not being followed. The action taken was to:

- re-issue the setting's safeguarding policy including reporting procedures to all staff (Child protection)
- re-issue the setting's whistleblowing policy to all staff (Child protection)

We are satisfied with the action taken by the provider and no further action was required by Ofsted on this matter. The provider will be able to give parents further information about this. 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](#).