

## **Complaint about childcare provision**

Ref: EY487222/4410188

Date: 4 March 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 that a provider is not meeting the requirements, we can take action to ensure they put matters right. On 20 December 2019 we received concerns that this provider was not meeting some of these requirements. We visited and issued a notice to improve 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 must take the action below within the timescale set.

Actions needed by 21 February 2020 two or ;

ensure all staff follow the safeguarding policies and procedures and act in a timely way if concerned about a child's welfare in line with the Local Safeguarding Children Board procedures

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