

Complaint about childcare provision

Ref: 2510560/4455560

Date: 27 February 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 17 February 2020 we received concerns that this provider was not meeting some of these requirements. On 24 February 2020 we visited the provider to discuss the concerns and have issued a Notice to Improve. This is a 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.

Action required:

3.4 implement the safeguarding policy, in line with the guidance and procedures of the relevant Local Safeguarding Children Board (LSCB). Improve understanding of the procedures to be followed in the event of an allegation being made against a member of staff - by 9 March 2020

3.8 improve staff knowledge and understanding of the safeguarding process to report and refer allegations by any person working on the premises; ensure that Ofsted are notified of the action taken in respect of allegations - by 9 march 2020

The provider has addressed the above actions within the set timescale. The provider remains suitable for registration.

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.](#)