

## **Complaint about childcare provision**

Ref: 2510396/4459578

Date: 5 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](http://www.gov.uk/government/publications/early-years-foundation-stage-framework). If we find that a provider is not meeting the requirements, we can take action to ensure they put matters right. On 21 February 2020 we received concerns that this provider was not meeting some of these requirements, in particular those relating to safeguarding policy and practice, accident and injury, complaints, general suitability matters, key person and risk assessments. We carried out an unannounced visit on 04 March 2020 where we found requirements relating to safeguarding practice were not sufficiently met. We have issued a Notice to Improve. This is a notice that requires the provider to take the actions below by 13 March 2020. The provider will be able to give parents further information about this.

Actions needed;

ensure that the procedure for reporting any concerns raised about a child in your care are consistently followed so that referrals are made to the relevant agencies without delay.

We have received written confirmation from the provider that sufficient action has been taken. We are satisfied that the provider is meeting requirements. 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](#).