

Complaint about childcare provision

Ref: EY337966/4473298

Date: 13 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. If we find that a provider is not meeting the requirements, we can take action to ensure they put matters right. On 9 March 2020 we received concerns that this provider was not meeting some of these requirements. We have served a notice of actions 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.

Actions needed by 26 March 2020

- implement the policy and procedures to safeguard children, in line with local safeguarding children board procedures, specifically when an allegation is made against a member of staff

- ensure a written record of complaints is kept and their outcome, and notify complainants of the outcome of the investigation within 28 days of having received the complaint.

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](#).

