

## **Complaint about childcare provision**

Ref: 137279/4403572

Date: 18 December 2019

### **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 12 December 2019, we received concerns that this provider was not meeting some of these requirements.

We have sent the provider a notice of actions to improve. This notice requires the provider to take the actions below by 31 January 2020:

ensure that the policy, and procedures, to safeguard children are implemented, specifically in relation to the procedures to follow in the event of an allegation against a member of staff and the use of mobile phones

train all staff to understand the safeguarding policy, specifically the procedures to follow if they are aware of any inappropriate behaviour displayed by other members of staff, or any other person working with the children

ensure that all staff are fully aware of the arrangements in place for managing children's behaviour, specifically the requirement to keep a record of any occasion where physical intervention is used and the need to ensure that parents and/or carers are informed on the same day, or as soon as reasonably practicable.

The provider sent Ofsted information regarding the steps taken to comply with the actions set.

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](#).