

Complaint about childcare provision

Ref: EY535538/4456595

Date: 19 May 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 22 January 2020, we received concerns that this provider was not meeting some of these requirements. We also received a notification about the concerns from the provider on 30 January 2020. This notification means that the provider met their statutory duty to let Ofsted know of any significant events. We discussed the concerns with the provider on 22 February 2020. On this occasion we do not intend to take any action. This is because at the time of the incident the provider took immediate action. They reviewed and improved the safeguarding policy and procedures, particularly in relation to allegations against staff and whistleblowing, behavior management and meeting children's personal care needs. 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](#).