

Complaint about childcare provision

Ref: 105257/4459574

Date: 3 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 21 February 2020 we received concerns that this provider was not meeting some of these requirements. On 2 March 2020 we contacted 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:

3.6 improve understanding of what constitutes inappropriate behaviour displayed by staff, with particular reference to shouting at children; respond to concerns in a timely and appropriate way. Ensure that the safeguarding policy is implemented in line with the guidance and procedures of the relevant Local Safeguarding Children Board (LSCB) - by 17 March 2020.

3.8 ensure that Ofsted are notified of any allegations of serious harm or abuse and the action taken in respect of allegations made as soon as is reasonably practicable, but at the latest within 14 days of the allegations being made - by 17 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](#).