

## **Complaint about childcare provision**

Ref: 2507754/4457733

Date: 9 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](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 13 February 2020 we received concerns that this provider was not meeting some of these requirements. We visited 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;

ensure correct safeguarding procedures are followed in the event of an allegation being made against a member of staff by 20 March 2020,

ensure staff understand the safeguarding policy and procedures and are able to recognise and respond to concerns about children appropriately, and in a timely way by 2 April 2020,

keep a record of the identity checks and vetting processes that have been completed (including the criminal records checks reference number, the date a check was obtained and details of who obtained it) by 20 March 2020.

The provider has taken appropriate action and addressed the above action 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](#).