

Complaint about childcare provision

Ref: EY352812/4458830

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. If we find that a provider is not meeting the requirements, we can take action to ensure they put matters right.

On 20 February 2020 we received concerns that this provider was not meeting some of these requirements. On 3 March 2020 we conducted an unannounced visit and as a result we have issued a Welfare Requirements Notice. This is a legal 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.

Action needed.

keep a written record of first aid treatment, to show the action taken to protect children's welfare in the event that they become ill 23/03/2020

implement effective procedures to safeguard children that are in line with the guidance and procedures of the relevant Local Safeguarding Children Board, particularly in the event of an allegation being made against a member of staff. 23/03/2020

The provider has taken appropriate action to meet the actions set.

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.