

Complaint about childcare provision

Ref: EY414844/4481518

Date: 2 June 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 18 March 2020 we received concerns that this provider was not meeting some of these requirements. We have issued a notice of action to improve. This notice requires the provider to take the actions below within the timescales set out.

Actions needed by 28 August 2020:

- ensure that the safeguarding children policy and procedures are implemented to safeguard children
- train all staff to identify signs of possible abuse and neglect at the earliest opportunity, and to respond in a timely and appropriate way
- maintain appropriate records to ensure the safe and efficient management of the setting and to help ensure the needs of all children are met

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](#).