

## **Complaint about childcare provision**

Ref: EY477859/4410875

Date: 3 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](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 23 December 2019, 5 January 2020 and 20 March 2020, we received concerns that this provider was not meeting some of these requirements.

We informed the provider of our concerns, asked them to look into these and provide us with a response setting out any action they needed to take to continue to meet the requirements of registration.

The provider told us they had completed the following in order to make the necessary improvements:

- Thorough and up to date safeguarding training has been completed by the designated safeguarding officer. This means that the designated safeguarding officer is able to fulfil their roles and responsibilities.
- The safeguarding policy and procedure have been reviewed and updated to ensure that staff are able to effectively support children's safety.
- The provider has taken steps to ensure that safety equipment is effectively risk assessed routinely.

We are satisfied with the action taken by the provider.

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](#).