

Complaint about childcare provision

Ref: EY545317/4448265

Date: 8 June 2020

Summary of outcome

All early years providers must meet the legal requirements in the Statutory framework for the early years foundation stage 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 7 February 2020, we received concerns that this provider was not meeting some of these requirements. We were also concerned that there had been a change to the company directors which the provider failed to notify us about. This means that the provider did not meet their legal responsibility as set out in the early years foundation stage welfare requirements to notify Ofsted of any change of director of its governing body. We sent the provider a notice to improve which asks the provider to take action. The provider will be able to give parents further information about this. The provider is still registered with Ofsted.

Actions needed by 12 June 2020

- implement your safeguarding policy and procedures effectively, particularly when a child does not attend the setting at the expected time

- notify agencies with statutory responsibilities without delay, when there are escalating concerns about a child's welfare.

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.