

Complaint about childcare provision

Ref: EY363985/4467536

Date: 17 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 3 March 2020, we received concerns about the arrangements for safeguarding. We spoke to the provider about the concerns and found they had taken steps to put things right. They have reviewed and revised their safeguarding policy and procedures. The changes to procedures have been reinforced with staff to improve safeguarding knowledge and to ensure procedures are followed correctly.

We are satisfied that the provider has taken sufficient action to ensure the requirements are now met.

The provider will be able to give parents further information about this.

The provider remains 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](#).