

## **Complaint about childcare provision**

Ref: EY476323/4517925

Date: 23 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 2 June 2020 we received concerns that this provider was not meeting some of these requirements.

We served a notice to improve. This notice required the provider to take the action below within the timescale set out. The provider will be able to give parents further information about this.

Action needed:

Ensure that you have a secure understanding of the procedures to be followed if you were to have safeguarding concerns about a child, or in the event of an allegation being made about yourself or a member of your household - by 19 June 2020.

We received a response from the provider confirming that they have completed the action. We are satisfied that the provider has taken the appropriate steps. 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.](#)