

Complaint about childcare provision

Ref: EY501096/4488186

Date: 24 June 2020

Summary of outcome

All early years providers must meet the legal requirements in the Statutory framework for the early years foundation stage. If we find that a provider is not meeting the requirements, we can take action to ensure they put matters right. On 12 March 2020, we received concerns that this provider was not meeting some of these requirements. On 11 June 2020 we completed a regulatory telephone call with the provider. We have served a welfare requirements notice. This is a legal notice that requires the provider to take the actions below within the timescales set out. The provider will be able to give parents further information about this.

Actions needed:

implement a clear, robust procedure for managing allegations against staff, and ensure any concerns are reported to the relevant agencies without delay, by 19 June 2020

ensure that all practitioners have a comprehensive induction programme, which includes child protection and how to keep children safe from harm, by 19 June 2020

On 22 June 2020 we completed a regulatory telephone call with the provider. We found that they had taken the appropriate action to meet the welfare requirements notice.

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](#).