

## **Complaint about childcare provision**

Ref: EY430360/4468760

Date: 7 August 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 3 March 2020 we received concerns that this provider was not meeting some of these requirements. We made the provider aware of our concerns and asked them to look into it and tell us about any action they took so that they continue to meet the requirements of registration.

The provider took the following action:

- Improvement in communication between managers and room leaders has been implemented. Team meetings provide opportunities for the staff team and manager to share information, to reinforce good practise and provide support where needed.
- A review of the whistle-blowing policy to ensure staff can confidently identify concerns and know how to report them.
- Staff have received additional training and resources to ensure they are fully aware of the types of incidents which require notification to Ofsted.

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.](#)