

## **Complaint about childcare provision**

Ref: 2508019/4449678

Date: 30 July 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 07 February 2020 and 16 July 2020 we received concerns that this provider was not meeting some of these requirements.

On 24 July 2020, we contacted the provider by telephone and have served a notice to improve that asks the provider to take the actions below within the timescales set out. The provider will be able to give parents further information about this. The provider is still registered with Ofsted.

Actions needed by 20 August 2020:

ensure all staff, including the provider, have an up to date understanding of safeguarding issues, including the action to take if an allegation is made against a staff member

update awareness of the requirement to notify Ofsted of any significant events, including allegations of harm caused by a member of staff, within the appropriate timescales.

implement appropriate arrangements for assessing and supporting the training needs of the provider and the senior management team

ensure the systems in place to assess the suitability of staff are regularly reviewed and robustly monitored.

on 10 August 2020, the provider provided evidence that they have taken the required action to meet these requirements. 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](#).