

## **Complaint about childcare provision**

Ref: 253774/4539166

Date: 19 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 the 15 July 2020 we received concerns that this provider was not meeting some of these requirements.

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

Action needed by: 20 August 2020

ensure all staff are trained and understand the correct procedure to follow in the event that an allegation is made against an individual working with children

ensure all staff manage children's behaviour in an appropriate way.

The provider has failed to notify Ofsted of an allegation made against a member of staff. We are satisfied that the provider now understands their responsibility to notify Ofsted should

this occur in the future.

A suitable response to the actions was received.

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](#).