

Complaint about childcare provision

Ref: 2530451/4546250

Date: 11 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. If we find that a provider is not meeting the requirements, we can take action to ensure they put matters right. On 28 July 2020 we received concerns that this provider was not meeting some of these requirements.

We have served an action. This notice requires the provider to take the action 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.

Action needed:

ensure policies and procedures are implemented to safeguard children, in particular signs of abuse are identified and concerns about children's welfare are reported to safeguarding agencies without delay. To be completed by 14 August 2020.

We received an appropriate response to the action from the provider.

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](#).