

Complaint about childcare provision

Ref: EY307051/4566020

Date: 14 September 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 25 August 2020 the provider notified us of a parental complaint. On 28 August 2020 we received concerns from the local authority that safeguarding procedures were not followed appropriately, when responding to the parental complaint. We discussed the concerns with the provider and carried out a review of their internal investigation.

We found that the provider had taken prompt and effective action to improve their safeguarding procedures. The action taken was to:

- improve the setting's safeguarding policy and procedure
- undertake safeguarding refresher training.

We are satisfied with the action taken by the provider and no further action was required by Ofsted on this matter. The provider will be able to give parents further information about this. 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](#).