

## **Complaint about childcare provision**

Ref: 135309/4541716

Date: 26 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 21 July 2020 we received concerns that this provider was not meeting some of these requirements. We liaised with the Local Authority and found that the provider has failed to notify Ofsted of a significant event at the setting. Failure to notify Ofsted is an offence.

On 31 July 2020 we conducted telephone regulatory discussion due to the restrictions made in line with COVID-19 regulations 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.

Actions needed by 15 September 2020:

ensure the provider has appropriate knowledge and understanding of safeguarding matters, in particular what correct procedure to follow in the event of an allegation being made against a member of staff;

improve knowledge and understanding in relation to what must be notified to Ofsted.

We are satisfied with the steps taken by the provider. This will be assessed further at their

next inspection.

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](#).