

Complaint about childcare provision

Ref: EY311465/4787476

Date: 28 June 2021

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 13 May 2021 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 that all staff understand the setting's safeguarding policy and enable staff to identify possible signs of abuse or neglect at the earliest opportunity and to respond in a timely and appropriate way. To be met by Monday 12 July 2021.

The provider has taken the necessary action and this requirement is now met.

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 on our website for a period of five years.

For further information about the complaints process please view the [Concerns and complaints about childminders and childcare providers leaflet](#).