

Complaint about childcare provision

EY434661/C334891

Date: 31/01/2018

Summary of complaint

'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 18 December 2017 we received concerns that this provider was not meeting some of these requirements. We have issued a notice to improve. This requires the provider to take the actions 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.'

Actions needed:

- implement effective systems to ensure that practitioners, and any other person who has regular contact with children are suitable to fulfil the requirements of their role by 23/02/2018
- ensure the newly appointed manager understands and can implement policies and procedures to safeguard children. This includes the Prevent duty guidance for England and Wales 2015 by 23/02/2018.

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 on how we deal with complaints about providers, please view the *Early years compliance handbook* which can be found here at www.gov.uk/government/publications/early-years-provider-non-compliance-action-by-ofsted