

Complaint about childcare provision

EY549276/C338474

Date: 17/03/2018

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 2 February 2018 we received concerns that this provider was not meeting some of these requirements. We have served a welfare requirements notice. This is a legal notice that 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.

Actions needed by 12 March 2018:

ensure the premises are suitable and you comply with health and safety regulations, with particular regard to the temperature of the premises

ensure you implement your complaints policy by keeping a written record of complaints and their outcomes

obtain an enhanced criminal records check in respect of every adult who works directly with children and ensure you do not allow people, whose suitability has not been checked, to have unsupervised contact with children being cared for.

We carried out a monitoring visit and found the provider has taken steps to meet the requirements. We are satisfied with the action taken. 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 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