

Complaint about childcare provision

EY307860/C345778

Date: 29/05/2018

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 that they put matters right. On 30 April 2018 we received concerns that this provider was not meeting some of these requirements. The provider will be able to give parents further information about this.

The provider must take the action below within the timescale set.

Actions needed;

ensure all staff understand and implement the safeguarding policy and procedures, which are in line with the guidance of the Local Safeguarding Children Board by 31 May 2018,

ensure staff have an up to date knowledge of safeguarding issues; to include the action that is taken when children arrive with injuries by 31 May 2018.

We are satisfied with the action taken and 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 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