

## **Complaint about childcare provision**

Ref: EY490781/4080440

Date: 27 November 2018

### **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 16 November 2018 we received concerns that the provider was not meeting requirements. We served a welfare requirements notice on 26 November 2018. This is a legal notice that requires the provider to take the actions below within the time scales set out. The provider will be able to give parents further information about this.

Actions by 7 December 2018

train all staff to have an up to date knowledge of wider safeguarding issues, and the actions they must take in the event of a concern

ensure that all staff understand the policy in relation to allegations against staff so that the correct policy is taken in the event that an allegation is made

ensure that the designated lead for safeguarding has the necessary knowledge and skills to provide ongoing support and advice to staff on specific safeguarding issues

ensure that all staff understand the complaints policy and that it is implemented effectively  
implement effective arrangements to support children with special educational needs and disabilities

ensure that all staff understand the mobile phone policy and that it is implemented effectively

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](#).