

Complaint about childcare provision

Ref: EY472435/4196635

Date: 26 April 2019

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 26 March 2019 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 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.

Actions needed

- ensure all staff understand the safeguarding policy and procedures. This particularly refers to the action to be taken when there are safeguarding concerns about a child or a member of staff. By date - 10 May 2019

A suitable response to the above action has been received from the provider. 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](#).