

Complaint about childcare provision

Ref: EY486519/4549560

Date: 17 September 2020

Summary of outcome

All early years providers must meet the legal requirements in the Statutory framework for the early years foundation stage. If we find that a provider is not meeting the requirements, we can take action to ensure they put matters right.

On 3 August 2020, we received concerns that the provider was not meeting some of these requirements.

On 3 August 2020, the provider also notified us that an allegation had been made against a member of staff. The notification means that the provider met their legal responsibility as set out in the Statutory framework for the early years foundation stage to notify Ofsted of any allegation of harm or abuse against any person looking after children on the premises.

On 7 September 2020, we carried out a regulatory telephone call. We found the provider was not meeting some of the requirements and had taken action to put this right. The provider will be able to give parents further information about this. The provider is still registered with Ofsted.

Action taken by the provider:

We found that the provider had increased their own and staff's knowledge and understanding of their roles in safeguarding children, particularly in response to allegations against staff.

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](#).