

## **Complaint about childcare provision**

Ref: 2512843/4573119

Date: 5 October 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 8 September 2020, we received concerns that the provider was not meeting some of these requirements. On 15 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:

The provider reviewed their safeguarding procedures to ensure that they recognise any potential safeguarding concerns and report these promptly to agencies with statutory responsibilities.

### **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 on our website for a period of five years.

For further information about the complaints process please view the [Concerns and complaints about childminders and childcare providers leaflet](#).