

Complaint about childcare provision

Ref: EY415725/4640154

Date: 16 December 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.

<https://www.gov.uk/government/publications/early-years-foundation-stage-framework--2>

On 19 November 2020, the provider notified us about a significant event. 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 significant event which is likely to affect the suitability of the early years provider or any person who cares for, or is in regular contact with children. On 20 November 2020, we also received concerns that the provider was not meeting some of the requirements.

On 9 December 2020, we carried out a regulatory visit. We found the provider was not meeting some of the requirements. We have issued a notice of action to improve that requires the provider to take the actions below within the timescales set out. The provider will be able to give parents further information about this.

Action needed by 31 December 2020:

Strengthen knowledge and understanding of the process to be followed should an allegation be made against anyone living or working on the premises where children are cared for.

We will monitor the provider's response to ensure the action is successfully completed. 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 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](#).