

Complaint about childcare provision

Ref: EY287706/4835270

Date: 13 August 2021

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 09 July 2021, we received concerns that the provider was not meeting some of these requirements.

On 13 August 2021, we carried out a regulatory telephone call. We found there is a policy in place for safeguarding, which is in line with statutory framework requirements and staff have received recent training in safeguarding, including that of the designated safeguarding lead. However, 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 has planned additional training to ensure areas of safeguarding associated with recruitment and the Disclosure and Barring Service referral process, are well known and understood. Risk assessments have also been reviewed, particularly in regards to safe storage of chemicals and fire safety. We are satisfied with the action taken by the provider. 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](#).