

Complaint about childcare provision

Ref: EY244181/4854683

Date: 19 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 30 July 2021, we received concerns that the provider was not meeting some of these requirements. On 17 August 2021, 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. All staff were retrained on the Minor Children's Accidents Policy and Health & Safety Policies and Paperwork to ensure correct procedures are followed. They have been reissued with associated policies and guidance documents: Transfer of responsibility, Accidents involving children, Key Person Policy and COVID-19 guidance. Performance Improvement Plans have been implemented to ensure staff clearly comprehend safety procedures. An improved communication system has been implemented during transition times and a communication board has been placed in rooms to ensure key messages are recorded for parents during the day. The provider will be able to give parents further information about this. 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](#).