

Complaint about childcare provision

Ref: 2642360/4849149

Date: 3 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 23 July 2021, we received concerns that the provider was not meeting some of these requirements.

On 29 July 2021, we carried out a regulatory visit. We found the provider was not meeting some of the requirements. We have issued actions for the provider to take. The provider will be able to give parents further information about this.

Action needed by 31 August 2021:

- ensure all staff, including the designated lead for safeguarding have a secure knowledge and understanding of the safeguarding policy and procedures and they know how to implement these effectively.

On 26 August 2021, the provider responded to the action set. We found that the provider had taken action to ensure staff and the designated lead for safeguarding have improved their knowledge and understanding of the safeguarding policy and procedures.

We are satisfied the provider has taken appropriate action to meet this requirement. 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](#).

