

Complaint about childcare provision

Ref: EY488581/4905117

Date: 21 October 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 22 September 2021, the provider notified us of a significant safeguarding concern. 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 allegations against staff.

On 5 October 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. They had ensured that the designated safeguarding lead had updated her safeguarding knowledge and understood the local safeguarding partner procedures.

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](#).

