

## **Complaint about childcare provision**

Ref: 118930/4804912

Date: 26 November 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](http://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 07 June 2021, we received information from another agency that the provider was not meeting some of these requirements.

On 26 September 2021, we carried out a regulatory telephone call to discuss information received. We found the provider was not meeting some of the requirements. We issued the following actions for the provider to take by 26 November 2021:

- develop a clearer understanding about safeguarding procedures, especially when to report to other agencies.

The provider will be able to give parents further information about this.

On 24 November 2021, the provider responded to the action set. We found that the provider had taken appropriate steps to improve their knowledge and understanding about safeguarding procedures, especially when to report to other agencies.

We are satisfied the provider has met the safeguarding and welfare action raised.

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](#).