

Complaint about childcare provision

Ref: EY555683/4884270

Date: 29 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. If we find that a provider is not meeting the requirements, we can take action to ensure they put matters right.

On 3 and 6 September 2021, we received concerns that the provider was not meeting some of these requirements.

On 19 November 2021, we carried out a regulatory telephone call. We found the provider was not meeting some of the requirements. The provider had taken action to put some of the safeguarding and welfare actions right but not others. We found that the provider has put appropriate arrangements in place so that all staff received training to improve their knowledge and understanding of the nursery policies and procedures, including risk assessments. In relation to the requirements not met, we issued actions for the provider to take. The provider will be able to give parents further information about this.

Actions needed by 22 November 2021:

- ensure that the designated lead for safeguarding notifies the relevant statutory body without delay when inappropriate behaviour is displayed by other members of staff.

On 22 November 2021, the provider responded to the action set. We found that the provider had improved their knowledge and understanding of child protection procedures and now fully understands their responsibilities. We are satisfied the provider has met the safeguarding and welfare actions 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](#).

