

Complaint about childcare provision

Ref: 131700/4957746

Date: 13 December 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 12 November 2021, we received concerns that the provider was not meeting some of these requirements.

On 16 November 2021, we carried out a regulatory visit. We found the provider was not meeting some of the requirements. We issued an action for the provider to take.

Action needed by 3 December 2021:

¿ Develop a secure understanding of when to liaise with the relevant safeguarding agencies.

On 6 December 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 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](#).