

Complaint about childcare provision

Ref: EY442176/4964865

Date: 7 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 22 November 2021, we received concerns that the provider was not meeting some of these requirements.

On 30 November 2021, we carried out a regulatory telephone call and requested further information from the provider. 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. The provider is still registered with Ofsted.

Actions needed by 20 December 2021:

- make certain all managers and staff have a clear understanding of their roles and responsibilities, with particular regard to implementing policies and procedures that promote the good health of children
- take appropriate action, when children are sick, to implement the procedure discussed with parents and/or carers for responding to children who are ill or infectious
- make sure that details about how to contact Ofsted are available to parents and/or carers.

We will monitor the provider's response to ensure the actions are successfully completed.

On 21 December 2021, the provider responded to the actions set. We found that the provider had improved their knowledge and understanding with particular regard to implementing policies and procedures that promote the good health of children, that they will now take appropriate action when children are ill or infectious and that they now provide accessible information to parents and/or carers about how to contact Ofsted. The provider demonstrates that they now fully understand 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](#).