

## **Complaint about childcare provision**

Ref: 2496724/4949641

Date: 6 January 2022

### **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 5 November 2021, we received concerns that the provider was not meeting some of these requirements. On 9 December 2021, the provider notified us of a significant event. 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 significant events. On 16 December 2021, we received further concerns that the provider was not meeting some of the requirements.

On 15 November 2021 and 16 December 2021, we carried out regulatory telephone calls with the provider. We continued to liaise with the provider and other agencies between 15 November 2021 and 5 January 2022. We found the provider was not meeting some of the requirements and had taken action to put this right. The provider identified that although staff knew the correct procedure to report allegations, they did not always do it in a timely manner. Therefore, they have provided additional child protection training to all staff, particularly regarding the reporting of allegations. The provider also improved arrangements to ensure they can demonstrate that ratio requirements are met at all times.

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](#).