

Complaint about childcare provision

Ref: EY460380/4972083

Date: 11 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. If we find that a provider is not meeting the requirements, we can take action to ensure they put matters right.

On 26 November 2021, we received concerns that the provider was not meeting some of these requirements.

On 29 November and 14 December 2021, we carried out a regulatory telephone call. 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 14 January 2022:

- implement an effective safeguarding procedure to follow, when an allegation is made against any adult living or working on the premises, ensure all relevant agencies are notified as soon as reasonably possible, but within 14 days of the allegation being made
- ensure all adults working with children understand the safeguarding procedures including their role and responsibilities for communicating the information received.

The provider has reviewed and updated their safeguarding procedures. They have spoken to all staff about the policy in place to ensure that everyone understands their role and responsibilities. We are satisfied with the action taken.

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](#).