

## **Complaint about childcare provision**

Ref: EY359681/4992056

Date: 23 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](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 16 December 2021, we received concerns that the provider was not meeting some of these requirements.

On 22 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.

Actions needed by 14 January 2022:

- improve the nominated individual and manager's knowledge and understanding of local safeguarding procedures. Particularly how to manage allegations made against adults within the setting
- ensure written safeguarding and child protection procedures reflect the statutory guidance 'Working together to safeguard children'.

On 10 January 2022 the provider responded to the actions set. We found that the provider had improved their knowledge and understanding of child protection procedures and now fully understands their responsibilities. The provider and manager have attended training to improve their safeguarding knowledge and understanding and updated their safeguarding and child protection policy to reflect this.

We are satisfied the provider has met the safeguarding and welfare actions raised.

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](#).