

Complaint about childcare provision

Ref: EY551303/5029775

Date: 2 February 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 14 January 2022, we received concerns that the provider was not meeting some of these requirements.

On 19 January 2022, we carried out a regulatory telephone call. We found the provider was not meeting one of the requirements. We have issued an action 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 10 February 2022:

- ensure staff understand and implement the safeguarding policy, in line with the local safeguarding partners, including the action to be taken in the event of an allegation against a member of staff.

We will monitor the provider's response to ensure the action is successfully completed.

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](#).