

## **Complaint about childcare provision**

Ref: 229214/4976313

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](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 30 November 2021, the provider notified us of an allegation. 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 any allegations of serious harm or abuse by any person living, working, or looking after children at the premises.

On 1 February 2022, we carried out a regulatory telephone call. We found the provider was not meeting some of the requirements and had taken action to put this right. The concerns related to the sequence of events and correct reporting procedures in the local authority. The provider is clear about what steps to take in the future. They reviewed the information and provided appropriate training and support to staff around manual handling. They also reviewed the environment relating to drop off and collection times to keep children safe.

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](#).