

Complaint about childcare provision

Ref: 511540/5022122

Date: 1 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 11 January 2022, we received concerns that the provider was not meeting some of these requirements.

On 28 and 31 January 2022, we carried out regulatory telephone calls. We found the provider was not meeting some of the requirements. We also identified that the provider had failed to notify Ofsted of a significant event, which is a requirement of their registration. We have issued an action for the provider to take that requires the provider to take the action below within the timescales set out. The provider will be able to give parents further information about this.

Action needed by 4 February 2022:

- put in place effective systems to ensure all those working with children are suitable and remain suitable for their role.

On 2 February 2022, the provider responded to the action set. We found that the provider had improved their knowledge and understanding of the procedures they need to follow to ensure all staff working with children remain suitable for their roles. These reviewed procedures include informing Ofsted of any information that may affect a member of staff's suitability.

We are satisfied the provider has met the safeguarding and welfare action raised. 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](#).