

## **Complaint about childcare provision**

Ref: 509169/5024202

Date: 19 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](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 7 January 2022, we received concerns that the provider was not meeting some of these requirements.

On 12 January, the provider notified us that an allegation of harm to a child was made. 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 a significant event.

On 18 January 2022, we carried out a regulatory telephone call. We found the provider was not meeting some of the requirements. We have issued an action for the provider to take below within the timescales set out. The provider will be able to give parents further information about this.

Actions needed by 26 January 2022:

- implement policies and procedures to safeguard children that are in line with the guidance of the relevant local safeguarding partners when an allegation of harm against a child is made.

On 2 February 2022, the provider responded to the action set. We found that the provider had reviewed their safeguarding procedures and implemented additional training for the designated safeguarding lead to improve their knowledge of the procedures to follow if an

allegation is made.

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](#).