

## **Complaint about childcare provision**

Ref: 2623930/5052414

Date: 16 February 2022

### **Summary of outcome**

All early years providers must meet the legal requirements in the Statutory framework for the early years foundation stage. If we find that a provider is not meeting the requirements, we can take action to ensure they put matters right.

On 10 January 2022, we received concerns that the provider was not meeting some of these requirements.

On 20 January 2022, we carried out a regulatory visit. We found the provider was not meeting some of the requirements. We issued an action for the provider to take within the timescale set out below. The provider will be able to give parents further information about this.

Actions needed by 7 February 2022:

-improve leaders' and staff knowledge of their roles and responsibilities to plan quality learning experiences for all children, particularly to ensure equality of opportunity so every child is included and supported to access the full curriculum.

In addition, we also found that the provider had taken swift action to minimise risks to children's safety and informed us on 21 January 2022 of the action taken. On 27 January 2022 the provider informed us that a trained practitioner has been designated to take lead responsibility for safeguarding at the setting and that staff have a clear understanding of the arrangements in this regard.

On 7 February 2022 the provider informed us of the steps taken to ensure that all children benefit from access to the full curriculum. We are satisfied with the provider's response. 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.