

Complaint about childcare provision

Ref: 146469/5073468

Date: 23 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 4 February 2022, we received concerns that the provider was not meeting some of these requirements. The provider also notified us about the incident. 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 8 February 2022 we carried out a regulatory telephone call. We found the provider was not meeting some of the requirements. We have issued actions for the provider to take. The provider will be able to give parents further information about this.

Actions needed by 4 March 2022:

- ensure staff have a clear understanding of their roles and responsibilities and can implement procedures that safeguard children and assure their safety, with particular reference to arrival and collection times.

We found the provider has implemented a range of comprehensive procedures to help ensure staff have a clear understanding of their roles to safeguard children at arrival and collection times. 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](#).