

Complaint about childcare provision

Ref: EY479893/5042669

Date: 15 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 20 January 2022, we received concerns that the provider was not meeting some of these requirements.

On 22 January 2022, the provider notified us of the concerns. 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 7 February 2022, we carried out a regulatory visit and on 10 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 within the timescale set out. The provider will be able to give parents further information about this. The provider is still registered with Ofsted.

Actions needed by 28 February 2022.

ensure all staff, including those with lead responsibility for safeguarding understand the reporting procedures in the event of an allegation against an adult and/or child

update safeguarding policies and procedures to reflect Local Safeguarding Children Partnership (LSCP) procedures in the event of an allegation.

We will monitor the provider's response to ensure the actions are successfully completed.

On 18 February 2022, the provider responded to the actions set. We found that all staff, including those with lead responsibility for safeguarding understand the reporting procedures in the event of an allegation against an adult and/or child. Safeguarding policies and procedures now reflect Local Safeguarding Children Partnership (LSCP) procedures in the event of an allegation.

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