

## **Complaint about childcare provision**

Ref: EY444729/4990946

Date: 25 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 14 December 2021 and 21 December 2021, we received concerns that the provider was not meeting some of these requirements.

On 4 January 2022 and 19 January 2022, we carried out regulatory telephone calls. We found the provider was not meeting some of the requirements. We have issued an action for the provider to take within the timescales set out. We also found that the provider had failed to notify Ofsted of a significant event, which is a requirement of their registration. The provider will be able to give parents further information about this.

Action needed by 4 February 2021:

- improve understanding of safeguarding policies and procedures with particular regard to the identification and management of allegations.

We reviewed the provider's response. 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.