

Complaint about childcare provision

Ref: EY426616/5057694

Date: 11 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 26 January 2022, we received concerns that the provider was not meeting some of these requirements.

On 4 February 2022, we carried out a regulatory telephone call. We found that the provider had failed to notify Ofsted of changes in committee members, which is a requirement of their registration. We also 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. The provider is still registered with Ofsted.

Actions needed by 4 March 2022:

- ensure that individuals with leadership roles in the organisation have a clear understanding of their roles and responsibilities, including compliance with statutory requirements
- implement effective arrangements for the supervision of staff to provide support, coaching and training for the practitioners and promote the interests of children
- improve knowledge and understanding of what must be notified to Ofsted.

We reviewed the provider's response and found that they had improved understanding of their roles and responsibilities and what must be notified to Ofsted. The provider had also

implement arrangements for the supervision of staff. 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](#).