

Complaint about childcare provision

Ref: EY301512/5090562

Date: 18 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 14 February 2022, Ofsted received concerns that the provider was not meeting some of these requirements. On 16 February 2022, we carried out a regulatory visit. 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 2 March 2022:

- review procedures for safeguarding to ensure that possible child protection concerns are referred in a timely and appropriate way
- review policies to safeguard children to ensure they are in line with the relevant local safeguarding partnership, and they provide clear procedures for staff to follow
- ensure that all staff fully understand the safeguarding policy and procedures, specifically in relation to recording existing injuries and making referrals to the Local Authority Designated Officer.

On 28 February 2022, the provider responded to the actions set. We found that the provider had improved their child protection policy and procedures and had provided training for staff. 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](#).