

## **Complaint about childcare provision**

Ref: EY542448/5080385

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, 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 08 February 2022, we 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 including failing to notify us of a matter. We have issued actions for the provider to take. The provider is still registered with Ofsted.

Actions needed by 09 March 2022

- ¿ take steps to ensure that staff comply with the policy and procedures for use of mobile phones in the setting

- ¿ raise awareness of the matters Ofsted must be notified about

- ¿ ensure there is a named deputy who is capable to take charge in the manager's absence

- ¿ ensure records are easily accessible and available to those who have a professional right or need to see them.

The provider responded within the required timescales. We are satisfied with the action they have taken.

### **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](#).

