

Complaint about childcare provision

Ref: EY446524/5023596

Date: 21 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. If we find that a provider is not meeting the requirements, we can take action to ensure they put matters right.

On 6 and 12 January 2022, we received concerns that the provider was not meeting some of these requirements.

On 14 January, we carried out a regulatory telephone call with the provider. We found the provider was not meeting some of the requirements. We have issued actions for the provider to take. In addition we 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.

Actions needed by 4 February 2022

- ensure you inform Ofsted of any allegations of serious harm or abuse by any person living, working, or looking after children at the premises, and also notify Ofsted of the action taken in respect of the allegations
- ensure you are clear of your role and responsibilities to implement a policy and procedure to safeguard children in the event of an allegation being raised
- improve your knowledge of significant events that must be notified to Ofsted, in particular when there is a change of manager or there is a significant event that may affect the suitability of the early years provider.

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](#).