

Complaint about childcare provision

Ref: EY464878/5117455

Date: 12 April 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 21 & 29 March 2022, the provider notified us about staff suitability matters. The notification means that the provider met their legal responsibility as set out in the Statutory framework for the early years foundation stage to notify Ofsted of matters affecting the suitability of staff and the impact this potentially has on the welfare of children. On 11 April 2022, we carried out a regulatory telephone call. We found the provider was not meeting some of the requirements and had taken action to put this right.

The provider has reviewed the safeguarding procedures; provided training opportunities for staff to ensure they recognise issues relating to safeguarding and appropriate behaviour management strategies; and adapted further strategies to ensure staff are closely monitored, supported and given guidance.

The provider will be able to give parents further information about this. 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](#).