

## **Complaint about childcare provision**

Ref: EY552880/5101165

Date: 18 March 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-foundationstage-framework--2](http://www.gov.uk/government/publications/early-years-foundationstage-framework--2). If we find that a provider is not meeting the requirements, we can take action to ensure they put matters right.

On 22 February 2022, we received concerns that the provider was not meeting some of these requirements.

On 15 March 2022, we carried out a regulatory visit. We found the provider was not meeting some of the requirements. We have served a welfare requirements notice. This is a legal notice that requires the provider to take the actions below within the timescales set out. The provider will be able to give parents further information about this.

Actions needed by 06 April 2022:

- ensure the lead practitioner for safeguarding, undertakes training to enable them to respond appropriately to unexplained injuries
- notify agencies without delay of any concerns about children's safety or welfare.

On 25 April 2022, we found that the provider had met the actions in the welfare requirements notice. Additional training has been undertaken and staff are aware of the procedures to follow should they have any concerns about children's welfare.

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](#).

