

Complaint about childcare provision

Ref: 2652521/5125490

Date: 20 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 the 31 March 2022, we received concerns that the provider was not meeting some of these requirements.

On 20 April 2022, we carried out a regulatory visit. We found the provider was not meeting some of the requirements. We have issued an action for the provider to take. The provider will be able to give parents further information about this.

Action needed by 4 May 2022

ensure staff responsible to take the lead for safeguarding have a secure knowledge of all safeguarding matters, including allegation management, and knowing the process to follow in notifying agencies with statutory responsibilities to safeguard children

The provider responded to the actions that were set. We are satisfied the provider has taken steps to ensure leaders have improved their knowledge and understanding of child protection procedures and demonstrate they understand their responsibilities in liaising with agencies that have statutory responsibilities. We are satisfied the provider has met the safeguarding and welfare action 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](#).