

Complaint about childcare provision

Ref: EY305501/5100288

Date: 14 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 28 February 2022 we received concerns that the provider was not meeting some of these requirements.

On 13 April 2022, we carried out a regulatory telephone call. We found the provider was not meeting some of the requirements. We have issued actions for the provider to take. We also found that the provider had failed to notify Ofsted of a change to the manager, which is a requirement of their registration. The provider will be able to give parents further information about this.

Actions needed by 27 April 2022:

- improve the systems in place to monitor accidents and incidents to enable staff to identify possible signs of neglect or abuse outside of the setting.

On 25 April 2022, the provider responded to the action set. We found that the provider had improved the systems in place to monitor accidents and incidents to enable staff to identify possible signs of neglect or abuse outside of the setting.

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](#).

