

## **Complaint about childcare provision**

Ref: EY500119/4595866

Date: 25 May 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](http://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 5 May 2022, we carried out a regulatory visit. We found the provider was not meeting some of the requirements. We have issued actions for the provider to take below within the timescales set out. The provider will be able to give parents further information about this. The provider is still registered with Ofsted.

Actions needed by 19 May 2022:

- put in place arrangements for the supervision of all staff who have contact with children and families
- ensure that you take action to investigate written complaints in line with EYFS requirements and that the record of any complaint is made available to Ofsted on request.

We will monitor the provider's response to ensure the actions are successfully completed.

On 23 May 2022, the provider responded to the actions set. We found that the provider had put in place arrangements for the supervision of all staff. The have updated their complaints information to include details of investigations and outcomes.

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](#).