

Complaint about childcare provision

Ref: EY500819/5084136

Date: 1 June 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 10 February 2022, we received concerns that the provider was not meeting some of these requirements.

On 26 May 2022, we carried out a regulatory telephone call. We found the provider had failed to notify Ofsted of a significant event, which is a requirement of their registration. In addition, we found the provider had failed to follow their own safeguarding procedures. This is because they did not inform the local authority designated safeguarding officer when allegations had been raised against a member of staff. The provider has reflected on their safeguarding practice and taken action to review their safeguarding procedures. The provider has booked further safeguarding training for herself and staff. We are satisfied the provider is now meeting requirements. 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](#).