

Complaint about childcare provision

Ref: EY544211/5144114

Date: 20 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. If we find that a provider is not meeting the requirements, we can take action to ensure they put matters right.

On 26 April 2022, we received concerns that the provider was not meeting some of these requirements. On 26 April 2022, the provider also notified us of the concern.

On 13 May 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. The provider will be able to give parents further information about this. The provider remains registered with Ofsted.

Actions needed by 3 June 2022:

- ensure designated safeguarding leads are clear on the procedures to follow if an allegation is made against staff.

We received an appropriate response to the action from the provider.

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](#).