

## **Complaint about childcare provision**

Ref: EY412884/5176651

Date: 15 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](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 6 June 2022, we received concerns that the provider was not meeting some of these requirements.

On 14 June 2022, we carried out a regulatory telephone call. We found the provider was not meeting some of the requirements. We have issued an action for the provider to take.

Action needed by 28 June 2022

- improve your understanding of safeguarding policies and procedures, in line with the guidance and procedures of the relevant Local Safeguarding Children Board (LSCB), in particular, in the event of an allegation being made against a member of staff.

We are satisfied the provider has met the safeguarding and welfare action.

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](#).