

Complaint about childcare provision

Ref: 135405/5182203

Date: 29 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 13 June 2022, we received concerns that the provider was not meeting some of these requirements. On 14 June 2022, the provider also made a notification about the same concerns.

On 21 June 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. The provider will be able to give parents further information about this.

Actions needed by 13 July 2022:

- ensure all staff have a clear knowledge and understanding of their roles and responsibilities and follow all nursery's policies and procedure to keep children safe, in particular how to deploy themselves effectively and to risk assess all accidents in the setting
- ensure there is always a named deputy present in the setting who, is capable and qualified to take charge in the manager's absence
- ensure all required records are easily accessible and available on Ofsted's request
- ensure the management team follows nursery's own complaints policies and procedures and keeps accurate written record of all complaints and their outcomes
- ensure staff regularly keep accurate daily record of the names of the children being cared

for on the premises and their hours of attendance.

We reviewed the provider's response and found that they had ensured all staff have a clear knowledge and understanding of their roles and responsibilities and follow all nursery's policies and procedure and keep accurate daily record of the names of the children being cared for on the premises. The provider had also taken steps to ensure there is always a named deputy present in the setting in the absence of the manager and that they follow nursery's own complaints policies and procedures and ensure all required records are easily accessible and available on Ofsted's request. 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](#).