

## **Complaint about childcare provision**

Ref: EY288643/5131760

Date: 20 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 8 April 2022, we received information that the provider was not meeting some of these requirements. We suspended the provider while other agencies considered the information. We have since lifted the suspension.

On 8 June 2022, we carried out a regulatory visit, we found that the provider was not meeting some of the requirements and had failed to notify Ofsted of a significant event, which is a requirement of their registration. On this occasion we do not intend to take any further action in respect of this. However, we have issued actions for the provider to take. The provider will be able to give parents further information about this.

Actions needed by 29 July 2022:

improve knowledge and understanding of child protection procedures, including the steps to take in the event of a concern about the safety and well-being of a child, and the role of different agencies

provide parents with policies and procedures that contain information about the care and education given to children, to support their learning and protect their safety

maintain a record of any accidents or incidents and share the information with parents as soon as possible

provide parents with an up-to-date procedure to follow should they wish to make a complaint about the service provided.

The provider has since responded to the notice issued. The information provided to parents has been updated and reviewed. A welcome pack will be given to all parents when they place their child. This includes details of the policies and procedures such as, the curriculum, complaints, uncollected child, accidents and safeguarding. The provider has completed child protection training to help improve her knowledge and understanding of the procedures in place to keep children safe. Ofsted are satisfied with the action taken by the provider, who remains 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](#).