

## **Complaint about childcare provision**

Ref: EY341317/5210848

Date: 4 August 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 11 Jul 2022, we received concerns that this provider was not meeting some of these requirements. On 21 July 2022, we carried out an unannounced regulatory visit. We found breaches of requirements. This included weaknesses in leaders safeguarding knowledge, lack of information for parents in relation to complaints and confidentiality.

Following our visit, we sent the provider a notice of action to improve that asks the provider to: -

ensure parents are provided with information about how to follow the settings complaints procedure

improve how confidential information regarding children's welfare is handled

ensure important documents and information is stored securely and available for the purpose of inspection

improve leaders understanding of safeguarding matters and attend an appropriate child protection training course.

We are satisfied with the action taken by the provider.

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](#).