

Complaint about childcare provision

Ref: 2506470/5199328

Date: 13 July 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 1 July 2022, we received concerns that the provider was not meeting some of these requirements.

In addition, on 3 July 2022, the provider notified us of a significant event which is likely to affect the suitability of the early years provider or any person who cares for, or is in regular contact with, children on the premises to look after children. The notification means that the provider met their legal responsibility as set out in the Statutory framework for the early years foundation stage.

On 11 July, 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.

Actions needed by 12 August 2022:

- ensure the safeguarding policy is in line with the guidance and procedures of the relevant local safeguarding partners (LSP) and includes an explanation of the action to be taken when there are safeguarding concerns about a child and in the event of an allegation being made against a member of staff

- develop effective recruitment systems to ensure that all staff and adults are suitable to have regular contact with children

- develop a written procedure for dealing with concerns and complaints from parents and/or carers, and keep a written record of any complaints, and their outcome, in order to provide this information to Ofsted if required.

The provider will be able to give parents further information about this. The provider is still registered with Ofsted.

On 8 August 2022, the provider responded to the actions set. We found that the provider had improved their knowledge and understanding of child protection procedures and now fully understands their responsibilities. The provider has developed the systems to safely recruit staff and has a written procedure for dealing with complaints. 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](#).