

## **Complaint about childcare provision**

Ref: EY421775/5221926

Date: 18 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 1, 5 and 18 August 2022, we received concerns that the provider was not meeting some of these requirements.

On 2 and 18 August 2022, we carried out a regulatory telephone calls. We found the provider was not meeting some of the requirements and had taken action to put this right. The provider reviewed through their supervision systems to make sure staff understand their roles and responsibility around their safeguarding responsibilities; professional code of conduct; issues surround confidentiality; managing children's behaviour appropriately; deploying staff as key persons with the appropriate skills and training, including supporting children who require one to one support and ensuring children are supported key persons to meet their individual needs.

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](#).