

## **Complaint about childcare provision**

Ref: EY551605/5208301

Date: 8 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 12 Jul 2022, we received concerns that this provider was not meeting some of these requirements. On 28 July 2022, we carried out an unannounced regulatory visit. We found breaches of requirements. This included weaknesses in leaders safeguarding knowledge and support for children with special educational needs and/or disabilities.

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

implement effective arrangements for children with special educational needs and ensure robust and timely communication is shared with relevant professionals to help to support all areas of children's learning and development

improve safeguarding knowledge and practice to ensure concerns in relation to children's well-being is swiftly addressed and information is shared with the relevant professionals.

The provider has addressed the 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](#).