

## **Complaint about childcare provision**

Ref: EY416326/5145735

Date: 16 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 27 April 2022, we received concerns that the provider was not meeting some of these requirements.

On 16 August 2022, we carried out a regulatory visit. We found that the provider had failed to notify Ofsted of some significant events, which is a requirement of their registration. We also found the provider was not meeting some of the requirements. We have issued actions for the provider to take. The provider will be able to give parents further information about this.

Actions needed by 2 September 2022:

- improve understanding of safeguarding procedures with particular regard to the management of allegations
- ensure all staff have up to date knowledge of safeguarding issues, and have regard to the 'Prevent duty guidance for England and Wales'
- follow correct complaints procedure to ensure that the complainants are notified of the outcome of the investigation within 28 days of having received the complaint and keep a written record of their outcome, as required
- improve knowledge and understanding of what must be notified to Ofsted.

We reviewed the provider's response and found that they had improved their understanding

of safeguarding and complaints procedures and ensured staff have up to date knowledge of various safeguarding issues. We also found that they had improved their knowledge and understanding of what must be notified to Ofsted. We are satisfied the provider has met the safeguarding and welfare action 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](#).