

Complaint about childcare provision

Ref: 2563245/5229694

Date: 26 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. If we find that a provider is not meeting the requirements, we can take action to ensure they put matters right.

On 10 August 2022, the provider notified us of a significant event which is likely to affect the suitability of the early years provider. The notification means that the provider met their legal responsibility as set out in the Statutory framework for the early years foundation stage to notify Ofsted.

On 17 and 26 August 2022, we carried out regulatory telephone calls. We 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. The provider is still registered with Ofsted.

Actions needed by 9 September 2022:

- ensure the designated person for safeguarding is aware of their role and responsibility to safeguard children

- ensure that concerns about children's safety or welfare are notified to agencies with statutory responsibilities without delay.

We will monitor the provider's response to ensure the actions are successfully completed.

On 5 September 2022, the provider responded to the actions set. We are satisfied the provider has met 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](#).