

## **Complaint about childcare provision**

Ref: EY466913/5201515

Date: 7 September 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 5 July 2022, we received concerns that the provider was not meeting some of these requirements.

On 6 September 2022, we carried out a regulatory visit. We found the provider was not meeting some of the requirements. We also found that the provider had failed to notify Ofsted of a significant event, which is a requirement of their registration. 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 20 September 2022:

ensure all staff, including those with lead responsibility for safeguarding, understand the role of the Local Authority Designated Officer (LADO) and the action to take in the event of an allegation against an adult or child

ensure the safeguarding policy and procedure reflects local safeguarding partners (LSP) procedures in the event of an allegation being made against a member of staff.

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

On 14 September 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.

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](#).