

## **Complaint about childcare provision**

Ref: EY454033/5219591

Date: 30 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 29 July 2022, we received concerns that the provider was not meeting some of these requirements.

On 24 August 2022, we carried out a regulatory telephone call. We found the provider was not meeting some of the requirements. We have issued actions for the provider to take, that requires the provider to take the actions below within the timescales set out. The provider will be able to give parents further information about this. The provider is still registered with Ofsted.

Actions needed by 23 September 2022:

- train all staff to understand the safeguarding policy and procedures, and ensure that all staff have up-to date knowledge of safeguarding procedures.
- ensure that all staff receive induction training, to help them understand their roles and responsibilities.

On the 7 September 2022, the provider responded to the actions set. We found that the provider had improved their knowledge of safeguarding procedures and staff induction 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](#).