

Complaint about childcare provision

Ref: EY221441/5221137

Date: 27 September 2022

Summary of outcome

All early years providers must meet the legal requirements in the 'Statutory framework for the early years foundation stage' (EYFS), 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 29 July 2022 we received concerns that this provider was not meeting some of these requirements. We carried out an unannounced visit and found no breaches to requirements in relation to the concerns raised. However, we found that the safeguarding policy was not in line with those of the local safeguarding partners (LSP). This relates particularly to the action to be taken in the event of an allegation being made against a member of staff. Some staff were also not very confident about how to report such concerns.

We issued a notice to improve. This is a notice that asked the provider to take the action below within the timescales set out.

Actions needed:

Ensure that safeguarding policies and procedures are in line with the guidance and procedures of the relevant local safeguarding partners (LSP) and shared with staff. This relates particularly to the action to be taken in the event of an allegation being made against a member of staff. By 30 September 2022.

The provider responded within timescales and we were satisfied with the action they had taken. The provider remains registered.

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](#).

