

Complaint about childcare provision

Ref: EY553140/5224444

Date: 22 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. If we find that a provider is not meeting the requirements, we can take action to ensure they put matters right.

On 3 August 2022, the provider notified us about a significant event. 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 of any allegations.

On 15 September 2022, we carried out a regulatory telephone call. We found the provider was not meeting some of the requirements and had taken action to put this right. The provider had not ensured that robust procedures were followed in respect of allegations. However, the provider has now reviewed the safeguarding policy with all staff and has ensured that all staff understand the correct procedures to follow in the event of allegations.

Additionally, during the regulatory telephone call on 15 September 2022, we found a new area of concern. This means that the provider was not meeting other requirements as set out in the Statutory framework for the early years foundation stage.

In relation to the new area of concern, on 22 September 2022, we issued an action for the provider to take. The provider will be able to give parents further information about this.

Action needed by 3 October 2022:

- ensure that staff who have completed paediatric first aid training are deployed effectively to be able to respond to emergencies quickly.

We are satisfied the provider has taken sufficient steps to meet the 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](#).