

Complaint about childcare provision

Ref: 220252/5172776

Date: 19 July 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 26 April 2022, the provider notified us of an allegation against a staff member. 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 allegations against staff.

On 31 May 2022 and 6 June 2022, we received concerns that the provider was not meeting some of the legal requirements linked to the notification received.

On 5, 12 and 13 July 2022, we carried out regulatory telephone calls. We found the provider was not meeting some of the requirements. The provider had delayed referring an allegation against a staff member to the appropriate agencies. The provider did notify the appropriate agencies at a later date, and they are now clear on the requirement to refer allegations without delay. The provider did put in place measures to keep children safe while they liaised with other agencies and investigated the allegation. We believe the provider is now clear on this requirement, so we took no further action.

We have issued an action 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 16 September 2022:

- ensure written complaints are investigated and an outcome is provided to complainants within 28 days.

We received an appropriate response to the action from the provider.

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](#).