

Complaint about childcare provision

Ref: EY563425/5259409

Date: 10 October 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 17 September 2022, the provider notified us of 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 significant event which is likely to affect the suitability of the early years provider or any person who cares for, or is in regular contact with, children on the premises to look after children.

On 26 September 2022, we received further concerns that the provider was not meeting some of these requirements.

On 27 September 2022, we carried out a regulatory telephone call and had further email communications. We found the provider was not meeting some of the requirements and had taken action to put this right. The provider ensured that all staff have up to date safeguarding knowledge and understanding of various child protection issues. The provider had also improved the reporting procedure for any complaints and safeguarding concerns. They revised the process of how they investigate any potential safeguarding concerns to ensure they are effective and recorded accurately for future reference.

The provider will be able to give parents further information about this. 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](#).