

## **Complaint about childcare provision**

Ref: EY479012/5218649

Date: 11 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](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 28 July 2022, we received information that the provider was not meeting some of these requirements.

On 23 August 2022, the provider notified us of a separate safeguarding incident.

On 30 August 2022, we telephoned a manager to discuss the information received. During the call, we found that the provider had failed to notify Ofsted of a significant event, within 14 days of the incident. We also found the provider was not meeting other requirements. As a result, we served a welfare requirements notice. This is a legal notice 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.

Actions needed by 29 September 2022:

ensure the nursery's safeguarding policies and procedures are implemented

ensure children's special dietary requirements are met at all times.

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](#).

