

## **Complaint about childcare provision**

Ref: EY281646/5249382

Date: 18 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 5 September 2022 and 3 October 2022, we received concerns that the provider was not meeting some of these requirements.

On 12 October 2022, we carried out a regulatory telephone call. We found the provider was not meeting some of the requirements. We have issued actions for the provider to take.

Actions needed by 1 November 2022:

- ensure confidential information and records about staff are held securely and only accessible to those who have a right or professional need to see them and be aware of responsibilities under the Data Protection Legislation and where relevant the Freedom of Information Act 2000
- implement effective policies and procedures to safeguard children in line with the guidance and procedures of the relevant local safeguarding partners (LSP) which includes an explanation of the action to be taken in the event of an allegation being made against a member of staff
- provide an effective designated practitioner with lead responsibility for safeguarding to provide support, advice, and guidance to staff on an ongoing basis and on any specific safeguarding issue as required.

The provider will be able to give parents further information about this.

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](#).