

Complaint about childcare provision

Ref: EY472053/5219687

Date: 6 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 29 July 2022, we received some information that the provider was not meeting some of these requirements. On 30 August 2022, we carried out a regulatory telephone call and on 6 October 2022, we carried out a regulatory visit.

We found the provider was not meeting some of the requirements. We have issued actions 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 3 November 2022:

- gain a better understanding of current safeguarding issues and local reporting procedures, including what to do in the event of an allegation being made and the role of the local authority designated safeguarding officer (LADO)
- ensure records are easily accessible and available.

On 14 October 2022, the provider responded to the actions set. We found that the provider had improved their knowledge and understanding of child protection procedures. 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](#).

