

Complaint about childcare provision

Ref: 200840/5263937

Date: 27 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 26 September 2022, the provider notified us about an allegation made against a member of staff. 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 harm or abuse by somebody looking after children on the premises.

On 10 October 2022, we received concerns that the provider was not meeting some of the legal requirements in the Statutory framework for the early years foundation stage.

On 25 October 2022, we carried out a regulatory telephone call. We found the provider was not meeting some of the requirements and had taken action to put this right. Staff have received training on child protection and whistleblowing procedures to ensure that they understand their duty to raise any conduct concerns about other staff members at the earliest opportunity. Risk assessment and outings procedures have been reviewed and new procedures have been put into place to ensure that any outings children are taken on are safe.

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](#).