

Complaint about childcare provision

Ref: 2546939/5271904

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. If we find that a provider is not meeting the requirements, we can take action to ensure they put matters right.

On 29 September 2022, we received concerns that the provider was not meeting some of these requirements.

On 17 October 2022, we carried out a regulatory telephone call. We found the provider was not meeting some of the requirements. We found that the provider had failed to notify Ofsted of a significant event, which is a requirement of their registration. We have issued an action for the provider to take. The provider will be able to give parents further information about this.

Action needed by 4 November 2022:

- ensure all staff, including the designated safeguarding lead, improves their child protection knowledge and the reporting procedures to follow in line with the local safeguarding partners procedures.

We monitored the provider's response to ensure the action was successfully completed. The provider ensured all staff added refresher training and assessed their understanding about child protection and the reporting procedures to follow. 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](#).

