

Complaint about childcare provision

Ref: EY545363/5272212

Date: 21 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 6 October 2022, we received concerns that the provider was not meeting some of these requirements. On 14 October 2022 the provider notified us of a significant event. 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 a significant event within 14 days.

On 18 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 21 November 2022:

- ensure your safeguarding policy provides detailed information in line with the Local Safeguarding Partnership policies and procedures. Particularly in relation to what to do if an allegation is made against a member of staff.

On 4 November 2022, the provider responded to the action set. We found that the provider had reviewed and updated their safeguarding policy in line with the Local Safeguarding Partnership procedures. This included adding more detail of the procedure to follow if an allegation is made against a member of staff.

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](#).