

## **Complaint about childcare provision**

Ref: 309377/5253549

Date: 12 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 12 September 2022, we received concerns that the provider was not meeting some of these requirements.

On 28 September 2022, we carried out a regulatory telephone call. We found the provider was not meeting some of the requirements. We have issued an action 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 28 October 2022:

- ensure the designated safeguarding lead has a thorough understanding of their role and responsibilities, including the procedures to follow should an allegation be made against a member of staff.

On 11 November 2022, the provider responded to the action set. We found that the provider had improved their knowledge and understanding of child protection procedures and now fully understands their responsibilities.

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](#).