

## **Complaint about childcare provision**

Ref: 141808/5309574

Date: 15 December 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 18 November 2022, we received concerns that this provider was not meeting some of these requirements. On 15 December 2022, we carried out a regulatory telephone call with the pre-school and found that the provider was not meeting some of these requirements.

We issued a Notice to improve this requires the provider to take the action below within the timescale set out. The provider will be able to give parents further information about this.

Action needed:

improve knowledge about managing allegations against staff so that required action, in line with local safeguarding children partners procedures, is carried out without delay.

11 January 2023

### **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](#).