

Complaint about childcare provision

Ref: EY472155/5329415

Date: 5 January 2023

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 14 December 2022, we received concerns that the provider was not meeting some of these requirements.

On 4 January 2023, we carried out a regulatory telephone call. 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.

Actions needed by 18 January 2023:

- ensure those with designated safeguarding lead responsibilities understand what constitutes an allegation against a staff member and take the appropriate steps to refer to the correct agencies in a timely manner
- ensure that any potential issues that may impact on a member of staff's suitability to work with children are robustly explored and managed to keep children safe.

On 10 January 2023, the provider responded to the actions 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](#).