

## **Complaint about childcare provision**

Ref: EY222370/5270188

Date: 16 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](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 3 October 2022, we received concerns that the provider was not meeting some of these requirements.

On 6 December 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.

Actions needed by 13 December 2022:

- ensure that staff who have not been vetted are directly supervised at all times
- ensure that accident records contain sufficient detail to promote children's health, safety and general well-being.

On 13 January 2023, the provider responded to the actions set. We found that the provider had improved staffs' knowledge and understanding of completing accident records fully to promote children's health, safety and well-being. Management and staff have also increased their knowledge of procedures to follow when staff members are going through the vetting process to ensure they are supervised at all times.

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](#).