

Complaint about childcare provision

Ref: EY537333/5303323

Date: 14 December 2022

Summary of outcome

Our reference 5303323/EY537333

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 9 November 2022, we received concerns that the provider was not meeting some of these requirements. The provider also notified Ofsted of a significant event in relation to the concerns already received.

On 12 December 2022, 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 below within the timescales set out. The provider will be able to give parents further information about this. The provider is still registered with Ofsted.

Actions needed by 21 December 2022:

- ensure the correct safeguarding procedures are followed in the event of an allegation being made against a staff member
- improve knowledge and understanding of changes and significant events to notify Ofsted.

On 24 December 2022, 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.

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](#).