

## **Complaint about childcare provision**

Ref: 2495358/5309803

Date: 29 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 <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 21 November 2022, we received concerns that the provider was not meeting some of the requirements.

On 9 December 2022, we carried out a regulatory visit. 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.

Action needed by 13 January 2023:

- ensure that all staff, particularly when working with babies, have a clear understanding of their roles and responsibilities.

On the 13 January 2023, the provider responded to the action set. We found that the provider has delivered training specifically for working with the under twos. Staff in the baby room have also been supported by leaders who are continually monitoring effectiveness and developing their practice.

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](#).

