

Complaint about childcare provision

Ref: 138232/5369394

Date: 14 February 2023

Summary of outcome

On 10 and 13 February 2023, we carried out regulatory telephone calls. We found the provider was not meeting one of these requirements. We have issued an action for the provider to take. The provider will be able to give parents further information about this. Actions needed by 28 February 2023:

- ensure all staff are fully supported to foster a culture of mutual support and teamwork.

We will monitor the provider's response to ensure the action is successfully completed.

On 24 February 2023, the provider responded to the action set. We found that the provider had reviewed and improved the procedures in place to support staff and foster a culture of mutual support and teamwork. These included taking additional steps at induction, supervision meetings and team meetings. The provider had also taken a further step to amend the staff code of conduct. We are satisfied the provider has met the safeguarding and welfare actions raised. The provider is still registered with Ofsted.

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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](#).