

Complaint about childcare provision

Ref: EY541747/5310804

Date: 24 February 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 21 November 2022 and 31 January 2023, we received concerns that the provider was not meeting some of these requirements.

On 27 January 2023 and 3 February 2023, we carried out regulatory telephone calls. We found the provider was not meeting some of the requirements. We have issued actions for the provider to take.

Actions needed by 23 February 2023:

- ensure that all staff understand and implement the setting's safeguarding policies and procedures particularly in relation to unexplained injuries
- ensure that concerns about children's safety or welfare are notified in a timely manner to agencies with statutory responsibilities
- ensure that an accurate record of complaints and the outcome is maintained and made available to Ofsted on request.

On 22 February 2023, the provider responded to the actions set. We found that the provider has taken appropriate steps to improve staff understanding of the setting's safeguarding policies and procedures including the responsibility to make referrals should they be concerned for children's welfare. The provider has reviewed and improved the procedures for managing complaints. 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](#).