

Complaint about childcare provision

Ref: 316020/5216330

Date: 2 March 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 25 July 2022, we received a notification from the provider regarding a significant incident and that other agencies were involved. On 16 February 2023 we carried out a regulatory telephone call. We found that the provider was not meeting some of the requirements. We issued actions for the provider to take.

Actions needed by 2 March 2023

- ensure systems are in place that would alert staff to any issues of concern in the child's life at home or elsewhere.

On 1 March 2023 the provider responded to the action set. We found that the provider had improved systems to ensure they have obtained all relevant information with regards to other agencies involvement with families in their care. We are satisfied the provider has met the safeguarding and welfare action 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](#).