

Complaint about childcare provision

Ref: EY239628/5353814

Date: 3 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 19 January 2023, we received concerns that the provider was not meeting some of these requirements.

On 23, 28 and 31 January 2023, we carried out a regulatory telephone calls. We found the provider was not meeting some of the requirements.

We have issued actions for the provider to take. This is a legal notice that requires the provider to take the actions below within the timescales set out. The provider will be able to give parents further information about this.

Actions needed by 24 February 2023:

- ensure that those responsible for safeguarding have a clear understanding of the action to be taken if an allegation is made against an adult working with the children, this includes recognising when to work together with statutory agencies to safeguard children
- ensure that those responsible for the provision have a clear understanding and knowledge of the safeguarding and welfare requirements of the Early Years Foundation Stage Statutory Framework
- provide Ofsted with information in a timely manner about those making up the registered body to enable relevant suitability checks to be carried out
- follow a suitable complaints policy, including that, where there are written complaints

relating to the fulfilment of the EYFS requirements you will notify complainants of the outcome of the investigation within 28 days of having received the complaint.

- share clear information with parents about how they can contact Ofsted

On 27 February 2023, the provider responded to the actions set. We found that suitable steps had been taken by the provider to improve their knowledge of the Early Years Foundation Stage. Those with responsibility for safeguarding had a better understanding of how to respond to any allegations of harm. The provider had made improvements to the complaints policy and more information available for parents.

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](#).