

## **Complaint about childcare provision**

Ref: EY494629/5364078

Date: 14 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](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 31 January 2023, the provider notified us of a significant event. The notification means that the provider met their legal responsibility as set out in the Statutory framework for the early years foundation stage to notify Ofsted of any significant event which is likely to affect the suitability of the early years provider or any person who cares for, or is in regular contact with, children on the premises to look after children.

On 14 February 2023, we carried out a regulatory visit. We found the provider was not meeting some of the requirements. We have issued actions for the provider to take. The provider will be able to give parents further information about this. The provider is still registered with Ofsted.

Actions needed by 08 March 2023:

- ensure parents/carers are provided with detailed and accurate information about their children and relevant procedures, specifically if their child may have sustained an injury
- ensure that the designated safeguarding lead in the nursery understands and follows the safeguarding policy and relevant procedures, specifically in the event that an allegation is made against a member of staff, so other agencies are informed without delay

We will monitor the provider's response to ensure the actions are successfully completed.

On 07 March 2023, the provider responded to the actions set. We found that the provider had improved their knowledge and understanding of child protection procedures, specifically allegation management procedures, and now fully understands their responsibilities. The provider has improved their procedures to ensure parents are informed of any potential injuries. 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](#).