

## **Complaint about childcare provision**

Ref: 403955/5356261

Date: 28 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 20 January 2023, we received concerns that the provider was not meeting some of these requirements.

On 8 February 2023, we carried out a regulatory telephone call. 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 14 March 2023

- develop a clear system to notify Ofsted of any allegations against members of staff and the action taken in respect of such allegations
- make sure that any notifications are made as soon as practicable, but at least within 14 days of the allegations being made.

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

On 10 March 2023, the provider responded to the actions set. We found that the provider had improved their knowledge and understanding of child protection policy and procedures and now fully understands their responsibilities.

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](#).