

Complaint about childcare provision

Ref: 2723055/5390236

Date: 14 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 6 March 2023, we received concerns that the provider was not meeting some of these requirements.

On 13 and 14 March 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. The provider will be able to give parents further information about this.

Actions needed by 21 March 2023:

- update safeguarding policy in line with local safeguarding partnership procedures and ensure the nominated individual, manager and all staff know what to do if they have concerns about a child's welfare
- ensure staff know what to do in the event of an allegation being made, including the required timescale for referrals being made to the local authority designated officer.

On 21 March, the provider responded to the actions set. We found that the provider had updated their safeguarding policy and improved their knowledge and understanding of child protection 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.