

Complaint about childcare provision

Ref: 2519726/5398727

Date: 23 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 15 March 2023, the provider notified us of a significant event relating to the supervision of children. The notifications mean that the provider met their legal responsibility as set out in the Statutory framework for the early years foundation stage to notify Ofsted of significant events relating to children's safety.

On 21 March 2023, we carried out a regulatory telephone call. We found the provider was not meeting some of these 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 30 March 2023

ensure children are adequately supervised at all times and remain within sight and hearing of staff and always within sight or hearing to ensure their safety

ensure staff understand the role of all agencies involved in safeguarding children to make sure they follow secure safeguarding practice in the event they need to report concerns promptly.

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

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](#).