

## **Complaint about childcare provision**

Ref: EY461417/5397221

Date: 24 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](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 13 March 2023 the provider notified us of significant event relating to safeguarding and behaviour management. 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 health and safety.

On 20 March 2023 we carried out a regulatory telephone call. We found the provider was not meeting some of the requirements and had taken immediate action to put this right. The provider had taken steps to refresh their knowledge of safeguarding procedures and had also taken steps to revise their procedures. The provider had worked collaboratively with all agencies involved in the protection of children.

The provider will be able to give parents further information about this. 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](#).