

## **Complaint about childcare provision**

Ref: EY451932/5363007

Date: 10 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 31 January 2023 and 13 February 2023, the provider notified us of the significant events. 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 significant events.

On 31 January 2023 and 23 February 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 24 March 2023:

- improve knowledge and understanding of disqualifiable events, and ensure the appropriate action is taken, when you become aware of relevant information
- improve knowledge and understanding of the notifiable events and timescales for notifications to Ofsted and other agencies

On 24 March 2023, the provider responded to the actions set. We reviewed the provider's response and found that steps had been taken to ensure that the designated safeguarding leads and all other staff understand disqualifiable events, and know what appropriate action to take, when become aware of relevant information. The provider has also improved their recruitment policies and procedures. In addition, the provider has improved their knowledge

and understanding of matters that must be notified to Ofsted. 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](#).