

## **Complaint about childcare provision**

Ref: EY448266/5304356

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 14 November 2022, 22 November 2022 and 5 December 2022 we received concerns that the provider was not meeting some of these requirements.

On 7 March 2023, we conducted a regulatory telephone call and exchanged emails. We found the provider was not meeting some of the requirements. We found the provider had taken action to put some of them right. For example, they have reinstated their registration with the Information Commissioner's Office to meet their responsibilities under the Data Protection Act (DPA) 1998. We have also issued action for the provider to take. The provider will be able to give parents further information about this.

Action needed by 31 March 2023:

- ensure that all those with responsibility for safeguarding understand child protection policies and procedures, with particular regard to the correct procedures that must be followed in case of allegations made against staff.

On 4 April 2022, the provider responded to the action set. We reviewed the provider's response and found that steps had been taken to ensure that all staff, including those with responsibility for safeguarding, understand the nursery's safeguarding policy and procedures. We are satisfied the provider has met the safeguarding and welfare action 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.