

## **Complaint about childcare provision**

Ref: EY549988/5412091

Date: 18 April 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 4 April 2023, we received concerns that the provider was not meeting some of these requirements. On 14 April 2023 and 17 April 2023, we carried out regulatory telephone calls. We found the provider was not meeting some of the requirements. In respect of managing children's behaviour, the provider had updated their policy and reiterated this with all staff. In respect of other requirements, we have issued actions for the provider to take. The provider will be able to give parents further information about this.

Actions needed 25 April 2023:

- improve staff's understanding of the requirement to share information with all those who have parental responsibility, and ensure that parents are given access to records about their child
- put in place a procedure for dealing with complaints, including investigating written complaints relating to the fulfilment of the EYFS requirements.

On 25 April 2023, the provider responded to the actions set. We found that the provider had improved their knowledge and understanding of information sharing requirements and reviewed and updated their internal complaints procedure. 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](#).

