

Complaint about childcare provision

Ref: 254586/5425181

Date: 12 May 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 21 April 2023 the provider notified us of a significant event. 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 relating to safeguarding.

On 9 May 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. Actions needed by 19 May 2023:

- make sure the safeguarding policy includes clear procedures to follow, including contacting other safeguarding agencies promptly, in the event an allegation is made against a member of staff

- ensure all staff have a robust knowledge of safeguarding particularly in the event an allegation is made against a member of staff.

On 19 May 2023, the provider responded to the action set. We found that the provider had worked collaboratively with external agencies to update the safeguarding procedures. The revised procedures include timescales for promptly reporting allegations made against staff to safeguarding agencies. All staff received specific training to secure their knowledge of safeguarding particularly procedures to follow in the event an allegation is made against a member of staff. We are satisfied the provider has met the safeguarding and welfare actions raised. 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](#).