

Complaint about childcare provision

Ref: EY388667/5437389

Date: 17 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 9 May 2023, we received concerns that the provider was not meeting some these requirements. On 16 May 2023, we carried out an unannounced regulatory visit. We found the provider was not meeting some to 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 31 May 2023:

ensure that the relevant local safeguarding partners (LSP) policy and procedures are implemented in a timely way, with regard to allegations being made against a member of staff

devise and implement procedures to ensure that all unexplained absences of children are followed up swiftly.

We are satisfied with the action taken by the provider. 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](#).