

## **Complaint about childcare provision**

Ref: 2598523/5434447

Date: 6 June 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 5 May 2023, we received concerns that the provider was not meeting some of these requirements.

On 16 May 2023, we carried out a regulatory visit. 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 30 May 2023

- ensure safeguarding policies are followed, in particular notifying the Local Area Designated Officer (LADO), when concerns are raised about an individual working with children
  
- ensure any allegations made against staff are reported to Ofsted as soon as possible, but in all cases within 14 days.

On 23 May 2023, the provider responded to the actions set. We found that the provider had improved their knowledge and understanding of safeguarding policies and procedures and now fully understands their responsibilities when reporting allegations against staff.

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](#).