

## **Complaint about childcare provision**

Ref: 2538877/5481775

Date: 17 July 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 27 June 2023, the provider notified us of concerns raised about staff conduct. 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 any allegations of serious harm or abuse by any person living, working, or looking after children on the premises.

On 14 July 2023, we carried out a regulatory visit. We found the provider was not meeting some of the requirements and had taken action to put this right. The provider has tightened up their risk assessment, head count and supervision of children procedures, when moving children between inside and outside. The provider has reiterated the importance of staff following the settings safeguarding procedure, so that if they have any conduct concerns about another staff member, this is reported without delay. Child protection training has been arranged to ensure staff have a clear understanding of their safeguarding roles and responsibilities.

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](#).