

## **Complaint about childcare provision**

Ref: EY551273/5505882

Date: 11 August 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 26 July 2023, we received concerns that the provider was not meeting some of these requirements.

On 8 August 2023, we carried out a telephone regulatory event. We found the provider was not meeting some of the requirements. We have issued an action for the provider to take. The provider will be able to give parents further information about this.

Actions needed by 14 August 2023:

- ensure that there is an up-to-date safeguarding policy that reflects guidance and procedures of the local safeguarding partnership.

On 14 August 2023, the provider responded to the action set. We found that the provider had reviewed and improved their safeguarding policy, ensuring it is in line with the guidance and procedures of the local safeguarding partnership.

We are satisfied the provider has met the safeguarding and welfare actions raised.

This 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](#).