

## **Complaint about childcare provision**

Ref: EY409917/5462656

Date: 18 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](https://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 1 June 2023, we received concerns that the provider was not meeting some of these requirements.

On 4 August 2023, we carried out a telephone regulatory enquiry call. We found the provider was not meeting some of the requirements and had taken action to put this right. The safeguarding policies and procedures, particularly for when allegations are made against a member of staff have been reviewed and strengthened. In addition, the provider has shared the updated policies with staff which means that they now understand the process to follow should an allegation of abuse or harm be made against adults working or volunteering with children.

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](#).