

Complaint about childcare provision

Ref: EY346133/5506388

Date: 15 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. If we find that a provider is not meeting the requirements, we can take action to ensure they put matters right.

On 4 August 2023, the provider notified us of an allegation against a member of staff. 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 significant events including allegations against adults.

On 10 August 2023, we carried out a regulatory telephone call. We found the provider was not meeting some of the requirements. We have issued an action for the provider to take.

Action needed by 17 August 2023: ensure all staff understand and implement the safeguarding policy, including how to manage allegations against adults and to whom this must be reported.

We will monitor the provider's response to ensure the action is successfully completed.

The provider will be able to give parents further information about this.

On 11 August 2023, the provider responded to the action set. We found that the provider had refreshed staff knowledge and understanding of the safeguarding procedures and they now fully understand their responsibilities. We are satisfied the provider has met the safeguarding and welfare action 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](#).