

Complaint about childcare provision

Ref: EY345571/5514366

Date: 29 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 7 August 2023, the provider made a notification to Ofsted. 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 an allegation against a person working with children, and the action taken in respect of the allegation.

On 24 August 2023 we carried out a regulatory telephone call. We found the provider was not meeting some of the requirements and had taken action to put this right. Staff have completed additional training relating to safeguarding matters to ensure they follow the setting whistleblowing procedure to report concerns promptly. Managers are closely monitoring improvements in staff knowledge to ensure they all know the correct procedures to follow. 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](#).