

## **Complaint about childcare provision**

Ref: EY431515/5556076

Date: 24 October 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 9 October 2023, we received concerns that the provider was not meeting some of these requirements.

On 20 and 24 October 2023, we carried out a regulatory telephone call. We found the provider was not meeting some of the requirements. We have issued actions for the provider to take. The provider will be able to give parents further information about this.

Actions needed by 8 November 2023:

- ensure policies and procedures for managing allegations against members of staff are in line with local safeguarding children's board guidance and procedure
- improve the understanding of the requirement to inform Ofsted of a significant event which is likely to affect the suitability of the early years provider
- provide Ofsted with information about committee members, to ensure the necessary suitability checks can be completed.

On 6 November 2023, the provider responded to the actions set. We found that the provider had improved their knowledge and understanding of child protection procedures and now fully understands their responsibilities. We are satisfied the provider has met the safeguarding and welfare actions 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.