

## **Complaint about childcare provision**

Ref: 2574452/5580198

Date: 8 November 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 3 November 2023, we received concerns that the provider was not meeting some of these requirements.

On 7 November 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. The provider will be able to give parents further information about this.

Action needed by 20 November 2023:

- train all staff to understand and implement your safeguarding policy and ensure that all staff are fully aware of the procedures to be followed should they have concerns about a child and in the event of an allegation being made against a member of staff.

On 20 November 2023 we received another concern about the same issue. On 28 November 2023, we carried out a regulatory visit. We found that the provider had taken appropriate steps to meet the action recorded. For example, all staff have completed additional on-line training relating to safeguarding children and whistleblowing procedures. Further in-house training is also scheduled for all staff to complete in January 2024.

We are satisfied with the action taken by the provider. 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.