

Complaint about childcare provision

Ref: 2638105/5568856

Date: 22 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. If we find that a provider is not meeting the requirements, we can take action to ensure they put matters right.

On 24 October 2023, we received concerns that the provider was not meeting some of these requirements. On 25 October 2023, the provider notified us of a complaint. 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 and information.

On 22 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. The provider is still registered with Ofsted.

Action needed by 29 November 2023:

- ensure staff can identify the signs of possible abuse and neglect and respond in a timely and appropriate way by implementing a procedure to safeguard children.

On 7 December 2023, the provider responded to the action set. We found that the provider had ensured staff can identify the signs of possible abuse and neglect and improved their knowledge and understanding of child protection procedures. 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](#).

