

Complaint about childcare provision

Ref: EY491666/5602082

Date: 12 December 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 27 November 2023, we received concerns that the provider was not meeting some of these requirements.

On 7 and 8 December 2023, we carried out a telephone regulatory calls. We found the provider was not meeting some of the requirements and had taken appropriate action to put this right. The provider had updated their safeguarding procedures to include information about the timescale for contacting safeguarding agencies. Staff had improved their knowledge and understanding of the procedures to follow in the event an allegation is made against colleagues. The provider had also arranged for the management committee to attend safeguarding training to better understand their roles and responsibilities in keeping children safe.

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](#).