

Complaint about childcare provision

Ref: EY381404/5594514

Date: 30 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 2 November 2023, we received concerns that the provider was not meeting some of these requirements.

On 28 November 2023, we carried out a regulatory visit. 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 15 December 2023:

- ensure safeguarding procedures are in line with the local safeguarding partners and staff understand how to respond to safeguarding concerns appropriately, including if allegations are made about adults working with children
- implement robust recruitment procedures to ensure staff working with children are suitable.

On 14 December 2023, the provider responded to the actions set. We found that the provider had improved their knowledge and understanding of the local safeguarding partners procedures and how to respond to safeguarding concerns appropriately, including allegations made about adults working with children. They have also updated their knowledge on how to recruit staff safely.

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](#).