

Complaint about childcare provision

Ref: EY548569/5605470

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 1 and 4 December 2023, we received concerns that the provider was not meeting some of these requirements.

On 7 December 2023, we carried out a regulatory visit followed by a telephone call on 8 December 2023. 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 31 December 2023:

- share and obtain information with professionals working with any child in your care, to help meet their needs
- improve knowledge and understanding of safeguarding policies and procedures, identify signs of possible abuse and neglect at the earliest opportunity and respond in a timely and appropriate way.

The provider responded to the actions letter. She has completed training to help improve her knowledge of child protection and updated the safeguarding policy and procedure. Key information obtained from parents has been reviewed and extended to enable the provider to fully understand each child's needs and identify any other professionals involved in their care. Ofsted is 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](#).