

Complaint about childcare provision

Ref: EY394275/5608216

Date: 25 January 2024

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 5 December 2023, we received concerns that the provider was not meeting some of these requirements. On 8 December 2023, the provider notified us of a safeguarding incident. 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 any allegations of serious harm or abuse.

On 19 January 2024, we carried out a regulatory visit. We found the provider was not meeting some of the requirements and had taken action to put this right. The provider understands her safeguarding policies and the steps to take if an allegation is made about her. She has undertaken research on behaviour management and has initiated new strategies to support children, including seeking professional help and support. The provider will be able to give parents further information about this.

We are satisfied with the action the provider has taken to meet the safeguarding and welfare requirements.

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](#).