

## **Complaint about childcare provision**

Ref: 2641268/5636719

Date: 30 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](http://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 16 January 2024, we received concerns that the provider was not meeting some of these requirements.

On 29 January 2024, we carried out a regulatory telephone call. We found the provider was not meeting some of the requirements and had taken action to put this right. The provider failed to take the necessary steps to record possible signs and symptoms a child may be at risk of harm, and did not refer these concerns to other professionals in a timely manner. However, they have since improved their child protection policies and procedures and ensured all staff and leaders understand their child protection responsibilities.

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](#).