

Complaint about childcare provision

Ref: EY560785/5644587

Date: 9 February 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 26 January 2024, we received concerns that the provider was not meeting some of these requirements.

On 2 and 8 February 2024, we carried out regulatory telephone calls. 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 22 February 2024:

- ensure the designated safeguarding leads have sufficient knowledge and understanding of the safeguarding procedures, including how to act on allegations made against staff

On 14 February 2024 the provider responded to the actions set. They have completed designated safeguarding lead training and have a sufficient knowledge and understanding of the safeguarding procedures.

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](#).