

## **Complaint about childcare provision**

Ref: EY297752/5641754

Date: 11 March 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 23 January 2024 we received concerns that this provider was not meeting some of these requirements. On 7 March 2024, we carried out a regulatory visit. We found that the provider has appropriate safeguarding policies and procedures in place and supports staff to understand them. This includes the safe use of mobile phones. Staffing arrangements are overall, effective. There is a process for recording accidents and risk assessing the premises and space available for children. Parent handovers are detailed and include the sharing of information regarding what children have eaten, nappy changing and sleep arrangements.

We also found that the provider had failed to notify Ofsted of a significant event within the required timescale, which is a requirement of their registration. The provider had reflected on their knowledge and understanding of changes that must be notified to Ofsted. They now understand that in future all changes must be notified to Ofsted without delay.

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](#).