

Complaint about childcare provision

Ref: 2508019/5648266

Date: 15 April 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 31 January and 13 March 2024, we received concerns that the provider was not meeting some of these requirements.

On 30 April 2024, we carried out a regulatory visit. We found the provider was not meeting some of the requirements.

We have served a welfare requirements notice. This is a legal notice that requires the provider to take the actions below within the timescales set out. The provider will be able to give parents further information about this.

Actions needed by 26 April 2024:

- ensure that the policies and procedures to keep children safe are understood and implemented correctly including in relation to any allegation against staff
- take steps to ensure that staff understand their roles and responsibilities to keep children safe and how to identify signs and symptoms of child abuse
- ensure all staff complete accident and injury forms for all children and parents are aware of what first aid has been administered to the children.

We will monitor the provider's response to ensure the actions are successfully completed.

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.