

Complaint about childcare provision

Ref: EY462802/5647104

Date: 24 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 30 January 2024, the provider notified us of a safeguarding concern. 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 a significant event. Following this on 30 January 2024 and 1 February 2024 we also received concerns that the provider was not meeting some of these requirements.

On 27 March 2024, we carried out a regulatory visit. We found the provider was not meeting some of the requirements and had taken action to put one of these right. The provider had reflected on their current procedures to be more transparent with the local authority designated officer when safeguarding concerns arise. They will also be providing further safeguarding training for the management team.

We also issued an action for the provider to take;

Actions needed by 25 April 2024:

- Ensure procedures are in place which comply with data protection regulations.

On 22 April 2024, the provider responded to the action set. We found that the provider had completed a further investigation into a data protection incident and have trained staff on how to appropriately complete and record investigations in line with data protection regulations.

We are satisfied the provider has met the safeguarding and welfare actions raised.

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](#).