

Complaint about childcare provision

Ref: EY490472/5736338

Date: 31 May 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 20 May 2024 we received concerns that the provider was not meeting some of these requirements.

On 23 May 2024 we carried out a regulatory visit. We found that the provider was not meeting some of the requirements. We have issued action for the provider to take within the timescales set out below. The provider will be able to give parents further information about this. The provider is still registered with Ofsted.

Action needed by 28 June 2024

- ensure policies and procedures are followed to safeguard children when there are concerns about adults who work with the children.

On 10 June 2024, the provider responded to the action set. We found that the provider had updated their knowledge on the process to follow if they have concerns about an adult working with children. Furthermore, they have implemented a training plan to help keep their knowledge up to date. The provider has improved their knowledge and understanding of child protection procedures and now fully understands their responsibilities. We are satisfied the provider has met the safeguarding and welfare actions raised.

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.