

## **Complaint about childcare provision**

Ref: EY285574/5757770

Date: 1 July 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 11 June 2024, we received concerns that the provider was not meeting some of these requirements.

On 24 June 2024, we carried out a regulatory visit. We found the provider was not meeting some of the requirements. The provider had taken action to put some matters right. They had improved the deployment of staff to ensure children are adequately supervised. They had also reviewed their risk assessments and removed some equipment which they considered to be unsafe. We have issued an action for the provider to take. The provider will be able to give parents further information about this.

Actions needed by 1 July 2024:

- ensure all staff understand and follow your safeguarding policy and procedures, including the action to be taken in the event of an allegation being made.

On 1 July 2024, the provider responded to the action set. We found that the provider had delivered training to their staff to ensure that they understand their safeguarding procedures. We are satisfied the provider has met the safeguarding and welfare action 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](#).

