

Complaint about childcare provision

Ref: 2595767/5741640

Date: 28 June 2024

Summary of outcome

All early years providers must meet the legal requirements in the Statutory framework for the early years foundation stage. If we find that a provider is not meeting the requirements, we can take action to ensure they put matters right.

On 22 May 2024, we received concerns that the provider was not meeting some of these requirements.

On 18 June 2024, we carried out a regulatory visit. We found the provider was not meeting some of the requirements. We have issued actions for the provider to take. The provider will be able to give parents further information about this.

Actions needed by 12 July 2024.

- train all staff to understand and implement the safeguarding policy in the event of an allegation being made against a member of staff
- train your staff so they have a more in-depth knowledge and understanding to recognise if an allegation is being made against a member of staff
- improve the regular two-way flow of information with parents and carers to ensure the needs of all children are met.

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

We have received a response and are satisfied with the action taken by the provider. 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](#).

