

## **Complaint about childcare provision**

Ref: 2739197/5679623

Date: 9 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 22 May 2024, we received concerns that the provider was not meeting some of the requirements.

On 31 May 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. The provider is still registered with Ofsted.

Actions needed by 14 June 2024:

- ensure staff adhere to the safeguarding policy regarding use of mobile phones at all times
- review toilet facilities for staff to ensure they are suitable.

On 29 July 2024, the provider responded to the actions set. We found that the provider had implemented appropriate procedures regarding the use of mobile phones, and made improvements to the toilet facilities for staff.

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](#).