

## **Complaint about childcare provision**

Ref: 2765714/5807543

Date: 7 November 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 19 August 2024, we received concerns that the provider was not meeting requirements relating to safeguarding policies and procedures.

On 29 August 2024, we carried out a regulatory telephone call. We found that the provider was not meeting some of these requirements.

On 9 September 2024, the provider notified us about requirements relating to safeguarding policies and procedures. 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 any significant event which is likely to affect the suitability of any person who cares for children on the premises.

The provider carried out a thorough review and identified that they were not meeting requirements relating to safeguarding policies and procedures. They have taken action to put this right. The provider found that the setting's policies and procedures had not been followed. They checked staff's understanding of their roles and responsibilities, including their procedures for reporting, and managing concerns about children's safety and welfare, and liaising with relevant agencies. Staff have received refresher safeguarding training and continue to have ongoing support.

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](#).