

Complaint about childcare provision

Ref: EY408819/5819160

Date: 18 December 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 12 August 2024, we received concerns that the provider was not meeting some of these requirements relating to Safeguarding policies and procedures, Safeguarding training, Supervision of staff, Key person, Risk assessment, Information about the child, Information for parents and carers, Changes that must be notified, Complaints, Accident or injury, Toilet and intimate hygiene, Suitable people and Support and understanding children's behaviour.

On 11 November 2024, we carried out a regulatory visit. We found that the provider had met some of the safeguarding and welfare actions but not others. Leaders and managers have effective policies and procedures in place to keep children safe.

We found that the provider had failed to notify Ofsted of a significant event, within the prescribed timescale, which is a requirement of their registration. Additionally, we found that the provider had failed to implement an effective complaints procedure. They had not made sure that complainants are notified of the outcome of any investigation within 28 days. We have issued an action for the provider to take. The provider will be able to give parents further information about this.

Action needed by 23 December 2024

- ensure that the complaints procedure includes notifying the person who made the complaint, of the outcome of the investigation within 28 days of having received the complaint.

On 23 December 2024, the provider responded to the action set. We found that the provider had reviewed and updated their complaints procedure and ensures this is implemented. They held a staff meeting to ensure that all staff understand the amendments made to their complaint's procedures, which include an audit of emails to ensure that any concerns receive a timely response. Additionally, information had been shared with parents and carers to raise their awareness of the procedure to follow should they have any concerns. 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](#).