

Complaint about childcare provision

Ref: EY314264/5861225

Date: 14 February 2025

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 16 October 2024, the provider notified us about safeguarding policies and procedures, safety and suitability of premises, environment and equipment, information and record keeping. 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 serious accident of a child in their care.

On 22 November 2024, we received concerns that the provider was not meeting requirements relating to a safeguarding concern.

On 7 January 2025, we carried out a regulatory visit. We found the provider was not meeting some of the requirements. We issued an action for the provider to take.

- ensure that policies and procedures to keep children safe and meet the requirements of the 'Early Years Foundation Stage' are in line with the guidance of the relevant Local Safeguarding Partners.

On 31 January 2025, the provider responded to the action set. They told us they have improved their knowledge and understanding of child protection procedures, reviewed their policies and procedures, and shared the revised policy with staff. We are satisfied the provider has met the safeguarding and welfare action raised. The provider will be able to give parents with more information on 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](#).