

Complaint about childcare provision

Ref: 251761/5781012

Date: 1 August 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 16 July 2024, we received concerns that the provider was not meeting some of these requirements.

On 16 July 2024, we carried out regulatory telephone calls. We found the provider was not meeting some of the requirements and had taken some action to put this right. The provider revised their risk assessments for the setting and arranged a deep clean. They reminded staff about the importance of checking for hazards and for closely supervising children. We have issued actions for the provider to take. The provider will be able to give parents further information about this.

Actions needed by 9 August 2024

- ensure that staff recognise concerns and complaints and they follow an appropriate procedure to ensure these are resolved or action taken to address weaknesses in the provision
- ensure that appropriate records are kept and that information is shared with other agencies as required.

On 6 August 2024 the provider responded to the actions set. We found that the provider had improved their knowledge and understanding of the complaints procedures, including making appropriate records and sharing the required information with other agencies. 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](#).