

Complaint about childcare provision

Ref: 2519633/5417829

Date: 26 May 2023

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 13 April 2023, we received concerns that the provider was not meeting some of these requirements. On 24 April 2023, 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.

Actions needed by 9 May 2023

- ensure that Ofsted are informed of the person who is managing the early years provision
- ensure that the safeguarding policy and procedure is followed in the event of an allegation being made against a member of staff

On 9 May 2023 the provider responded to the actions set. We found that the provider had improved their knowledge and understanding of their safeguarding procedures and now fully understands their responsibilities to report any allegations immediately. They have now informed Ofsted of the change of manager.

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](#).