

## **Complaint about childcare provision**

Ref: 2546682/5527238

Date: 15 September 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](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 4 September 2023, we received concerns that the provider was not meeting some of these requirements.

On 8 September 2023, we carried out a regulatory telephone call. We found the provider was not meeting some of the requirements. We have served a welfare requirements notice. This is a legal notice that requires the provider to take the action below within the timescales set out.

Action needed by 15 September 2023:

- identify and manage all safeguarding concerns in line with your policy to ensure that all concerns are shared with the relevant agencies in a timely manner.

On 19 September 2023, we visited the provider and found that they had improved their knowledge and understanding of how to identify and manage all safeguarding concerns and now fully recognise their responsibilities.

We are satisfied the provider has met the safeguarding and welfare action 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](#).