

Complaint about childcare provision

Ref: 2603441/5455639

Date: 10 August 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 1 June 2023, we received concerns that the provider was not meeting some of these requirements.

On 12 June 2023, we carried out a regulatory visit. We found the provider was not meeting some of the requirements. We also found that the provider had failed to notify Ofsted of a significant event, which is a requirement of their registration.

The provider will be able to give parents further information about this. We issued an action for the provider. Action needed by 11 July 2023:

- improve knowledge and understanding of safeguarding, including how to respond to allegations and procedures for reporting to the appropriate agencies.

On 10 July 2023, the provider responded to the action set. We found that the provider had improved their knowledge and understanding of safeguarding. We found the provider now fully understands how to respond to allegations and the procedures for reporting to appropriate agencies.

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](#).