

Complaint about childcare provision

Ref: 2631537/5723674

Date: 5 July 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 <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 3 May 2024, we received concerns that the provider was not meeting some of these requirements.

On 19 June 2024, we carried out a regulatory telephone call. 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. The provider is still registered with Ofsted.

Actions needed by 19 July 2024:

- Ensure that any allegations of serious harm or abuse by anyone living, working, or looking after children at the premises and the action taken in response to the allegations is informed to Ofsted as soon as is reasonably practicable but within 14 days of the allegations being made.

We will monitor the provider's response to ensure the action is successfully completed.

On 13 September 2024, the provider responded to the action set. We found that the provider had improved their knowledge and understanding of the requirement to notify Ofsted of any allegations of serious harm by anyone looking after children at the premises. The information gathered suggests that the provider is now meeting the requirements of their registration. 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](#).