

Complaint about childcare provision

Ref: 2631755/5900021

Date: 17 January 2025

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 6 December 2024 we received concerns that the provider was not meeting requirements relating to Safeguarding policies and procedures, Staff: child ratios, Supporting and understanding children's behaviour and Complaints. On 9 December 2024, the provider notified us about Safeguarding policies and procedures, Staff: child ratios, Supporting and understanding children's behaviour and Complaints. The notification means that the provider met their legal responsibility as set out in the Statutory framework for the early years foundation stage to notify Ofsted of any issue that impacts the provider's ability to care for children.

On 10 December 2024 we carried out a regulatory telephone call. We found that the provider was not meeting some of the requirements.

We have issued actions for the provider to take within the timescales set out below. The provider will be able to give parents further information about this.

Actions needed by 24 December 2024:

- ensure all staff are alert to any issues of concerns in a child's life at home and elsewhere
- ensure the policy and procedures are implemented in line with local safeguarding partner (LSP) procedures.

On 18 December 2024, the provider responded to the actions set. We found that the provider had refreshed staff training and reviewed and updated their safeguarding policy in line with local procedures. Additionally, they implemented a new communication system to ensure that any concerns are recorded accurately.

On 13 January 2024, we conducted a regulatory visit to obtain further information about the response to the actions. 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 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](#).