

Complaint about childcare provision

Ref: 2640134/5149707

Date: 2 August 2022

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 3 May 2022 and 9 June 2022, we received concerns that the provider was not meeting some of these requirements.

On 21 July 2022, 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 actions below within the timescales set out. The provider will be able to give parents further information about this. The provider is still registered with Ofsted.

Actions needed by 1 August 2022:

- ensure the lead practitioner for safeguarding attends a child protection training course that enables them to identify, understand and respond appropriately to signs of possible abuse and neglect
- ensure that the lead practitioner responsible for liaison with local statutory children's services agencies, and with the local safeguarding partners understands their role and responsibilities
- ensure all staff understand their safeguarding policy and procedures, and have up to date

knowledge of safeguarding issues so that referrals to other professionals are made in a timely manner.

A suitable response to the welfare requirements notice was received.

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](#).