

Complaint about childcare provision

Ref: 2652258/5275852

Date: 18 October 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 30 September 2022, we received concerns that the provider was not meeting some of these requirements.

On 30 September 2022, the provider also informed us of concerns that may affect her suitability. 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.

On 18 October 2022, we carried out a regulatory telephone call. We found the provider was not meeting some of the requirements. We have issued the provider with an action to meet within the timescale set out. The provider will be able to give parents further information about this. The provider is still registered with Ofsted.

Action needed by 1 November 2022:

- implement an appropriate safeguarding policy and ensure that the procedure to follow if an allegation is made is known and followed.

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

On 21 October 2022, the provider responded to the action issued. We found that the provider had improved their knowledge and understanding of the procedures to follow and has an appropriate safeguarding policy in place. The provider fully understands their responsibilities.

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](#).