

Complaint about childcare provision

Ref: 301664/5873609

Date: 3 December 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 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 8 November 2024, we received concerns that the provider was not meeting some of these requirements. On 28 November 2024, we carried out a regulatory visit to the setting. We found that the provider had implemented procedures to ensure that people looking after children are suitable. The provider has ensured that there is a practitioner designated to take lead responsibility for safeguarding children. They have a written safeguarding policy that is in line with the guidance and procedures of the local authority. There is a written log of any complaints received and leaders demonstrate a good understanding of how to respond to complaints.

We found that the provider was not meeting some of the requirements and had taken action to put this right. They had trained staff in how to follow the local authority procedures when responding to any safeguarding concerns, in a timely and appropriate way. They have also taken action to ensure all staff consistently follow the settings' supporting behaviour policy.

The provider will be able to give parents further information about this.

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](#).