

## **Complaint about childcare provision**

Ref: 307205/5850896

Date: 21 October 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](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 11 October 2024, we received concerns that the provider was not meeting some of these requirements. On 17 October 2024, we carried out a regulatory telephone call to the provider. We found that the provider had attended some training about anti-discriminatory legislation. The setting has a clear curriculum in place for children. Furthermore, the provider has implemented a written procedure for dealing with concerns and complaints.

We found that the provider was not meeting some of the requirements.

Action needed by 31 October 2024:

- ensure all staff understand how to consistently meet anti-discriminatory legislation
- ensure experiences that staff provide consistently support children's understanding of the culturally diverse world in a positive way.

On 18 October 2024, the provider responded to the actions raised. The provider has updated the setting's equal opportunities policy and trained all staff in how to implement this policy consistently. All staff have been provided with training to support them to consistently meet anti-discriminatory legislation and to consistently support children's understanding of the culturally diverse world in a positive way.

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](#).