

Complaint about childcare provision

Ref: 509561/5836321

Date: 20 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 5 December 2024, we received concerns that the provider was not meeting requirements relating to Safeguarding policies and procedures. The provider also notified Ofsted about this on 12 December 2024. 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 significant events.

On 19 December 2024, we carried out a regulatory telephone call. We found the provider was not meeting some of the requirements. We have issued an action for the provider to take. The provider will be able to give parents further information about this.

Actions needed by 24 January 2025:

- ensure safeguarding policies and procedures are in line with the guidance and procedures of the local safeguarding partnership and that the designated safeguarding lead and other staff know and understand when to implement these.

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

On 21 January 2024, the provider responded to the action set. We found that the provider had updated their safeguarding policy and procedures. They have provided training to staff

to ensure they and the designated safeguarding lead know and understand how to implement these.

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](#).