

Complaint about childcare provision

Ref: EY264327/5561652

Date: 24 October 2023

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 13 October 2023, we received information that the provider was not meeting some of these requirements.

On 23 October 2023, we found that the provider had failed to notify Ofsted of a significant event, which is a requirement of their registration. We also found that the provider was not meeting some of the requirements and have issued actions for the provider to take.

Actions needed by 30 October 2023:

implement an effective safeguarding policy and procedure to ensure appropriate and prompt action is taken if a concern is raised about a child and if an allegation is raised about an adult working with the children

ensure all adults working with the children understand their safeguarding responsibilities and that they have an up-to-date knowledge of safeguarding issues.

We will monitor the provider's response to ensure the action is successfully completed. 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](#).