

Complaint about childcare provision

Ref: EY283199/5891804

Date: 9 January 2025

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 28 November 2024, we received concerns that the provider was not meeting requirements relating to Safeguarding policies and procedures.

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. They will be able to give parents further information about this.

Action needed by 10 January 2025:

- demonstrate how you aim to ensure that you will implement your safeguarding policy and procedure and also inform Ofsted of any allegations of serious harm or abuse by anyone living, working, or looking after children at the premises.

The provider responded on 9 January 2025 to say that they have reviewed, updated and shared many of their policies again with staff and parents, to ensure they are fully aware of and follow appropriate procedures. These include: dealing with allegations and complaints; code of conduct; safeguarding; behaviour and interventions and whistleblowing policies and procedures.

We are satisfied with the action taken by the provider. 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.