

Complaint about childcare provision

Ref: EY294837/5250463

Date: 9 December 2022

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 7 September 2022, we received concerns that the provider was not meeting some of these requirements.

On 9 September 2022, we carried out a regulatory telephone call. **We found that the provider had failed to notify Ofsted of a notifiable event, in particular change of living address, which is a requirement of their registration.** We also found the provider was not meeting some of the requirements. We have issued actions for the provider to take within the timescales set out. The provider will be able to give parents further information about this.

Actions needed by 26 September 2022:

- develop a better understanding of safeguarding policy and procedures, in particular how to identify and respond to allegations.

We reviewed the provider's response and found that they had had improved their knowledge and understanding of safeguarding policy and procedures in regard to allegations. We are satisfied the provider has met the safeguarding and welfare action raised.

On 1 December 2022, we received new information and found that the provider had failed to notify Ofsted of a significant event, which is a requirement of their registration. 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](#).