

Complaint about childcare provision

Ref: EY335163/5805697

Date: 5 September 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 16 August 2024, we received concerns that the provider was not meeting requirements relating to safeguarding policies and procedures.

On 23 August 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.

Action needed by 27 August 2024:

- improve knowledge and understanding of the process to follow in the event of an allegation against an adult living or working on the premises, in line with the local safeguarding partnership procedures.

On 27 August 2024, the provider responded to the action set. We found that the provider had improved their knowledge and understanding of the procedure that they should follow if an allegation is raised about any adult living or working on the premises. They now fully understand their responsibilities.

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](#).

