

Complaint about childcare provision

Ref: EY346416/5952206

Date: 25 February 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 5 February 2025, we received concerns that the provider was not meeting some of these requirements.

On 17 February 2025, 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 28 February 2025:

- ensure designated lead practitioners respond to allegations, in line with the nursery's safeguarding policy, including liaising with local safeguarding partners and notifying Ofsted.

On 21 February 2025, the provider responded to the action set. They had reported the incident to their local safeguarding partners and ensured that all staff, including safeguarding leads, had read and understood the setting's safeguarding policy and reporting procedures. Additionally, the provider has scheduled further safeguarding training for the next staff meeting.

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.