

Complaint about childcare provision

Ref: EY362018/5790896

Date: 15 August 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 25 July 2024, we received concerns that the provider was not meeting some of these requirements.

On 14 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 16 August 2024:

- improve knowledge and understanding of safeguarding responsibilities, including to recognise potential concerns relating to children and to work with the relevant agencies to exchange information, to help keep children safe.

On 16 August 2024, the provider responded to the action set. We found that the provider had taken appropriate action to improve their knowledge and understanding of child protection procedures, such as by completing additional safeguarding training. The information gathered suggests that the provider is now meeting the requirements of their registration. We are satisfied the provider has met the safeguarding and welfare action 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.