

Complaint about childcare provision

Ref: EY377560/5887104

Date: 30 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 21 November 2024, we received concerns that the provider was not meeting requirements relating to safeguarding and welfare.

On 10 December 2024, we carried out a regulatory visit. We found the provider was not meeting some of the requirements. We have issued actions for the provider to take.

Actions needed by 22 January 2025:

- implement robust, written safeguarding policies and procedures that clearly set out what managers and staff should do to keep children safe
- ensure staff use appropriate and consistent behaviour strategies to manage children's behaviour effectively
- improve the arrangements for staff supervision to identify any training needs to help coach and mentor staff and raise the quality of teaching and learning
- ensure an effective complaints procedure is in place and shared with parents.

On 21 January 2025 the provider responded to the actions set. We found that the provider has reviewed and improved their safeguarding policies and procedures. Staff have attended training to develop their understanding of strategies to support children's behaviour. The provider has reviewed arrangements for staff supervision, so that these are now more effective at identifying training needs to help coach and mentor staff. The provider has also updated the complaints policy and shared this with parents.

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](#).