

## **Complaint about childcare provision**

Ref: EY416222/5856251

Date: 29 November 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](https://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 October 2024, we received concerns that the provider was not meeting requirements relating to 'Safeguarding policies and procedures'.

On 28 October 2024, we carried out a regulatory visit. We found the provider was not meeting some of these requirements. We have issued actions for the provider to take. The provider will be able to give parents further information about this.

Actions needed by 18 November 2024:

- ensure that policies to safeguard children are in line with the guidance and procedures of the Local Safeguarding Partnership Board
- ensure that any concerns about children's safety or welfare are appropriately notified to agencies with statutory responsibilities without delay
- gain a secure knowledge of how to safeguard children and attend a child protection training course to help identify and respond to concerns about children appropriately.

On 16 November 2024, the provider responded to the actions set. We found that the provider had improved their knowledge and understanding of child protection procedures. 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 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](#).