

Complaint about childcare provision

Ref: EY474707/5262343

Date: 17 October 2022

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 23 September 2022, we received concerns that the provider was not meeting some of these requirements.

On 4 October 2022, we carried out a regulatory telephone call. We found the provider was not meeting some of the 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 29 October 2022:

- improve knowledge and understand of the safeguarding policies and procedures, and be able to identify allegations and follow the required procedures if or when an allegation is raised
- improve knowledge and understanding of all child protection issues, particularly relating to the 'Prevent' duty and ability to identify risks to children from extreme views and radicalisation.

We reviewed the provider's response and found that they had improved their knowledge and understand of the safeguarding policies and procedures. 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](#).