

Complaint about childcare provision

Ref: EY478437/5371805

Date: 30 May 2023

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 10 February 2023, we received concerns that the provider was not meeting some of these requirements.

On 10 February 2023 we suspended the provider's registration because we believed children may be at risk of harm. Suspension allows time for the provider to take steps to reduce or eliminate the risk of harm to children.

On 14 March 2023, we visited the setting, and the suspension was lifted on 17 March 2023, because the provider had taken appropriate action to address the risk of harm to children. The provider has implemented changes to policy and communicated their expectations with staff.

On 25 May 2023, we carried out an unannounced visit and found that the provider had taken sufficient action to address concerns. Procedures have been sufficiently strengthened to ensure that leaders and staff precisely understand the requirement to share information with statutory agencies without delay in order to protect children's welfare. Additional training now means that staff fully understand their role and responsibility in working together to safeguard children.

The provider will be able to tell parents more about this. The provider remains registered.

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](#).

