

Complaint about childcare provision

Ref: EY496854/5801261

Date: 6 September 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 9 August 2024, we received concerns that the provider was not meeting requirements relating to safeguarding policies and procedures.

On 4 September 2024, we carried out a regulatory visit. We found the provider was not meeting one of the requirements. We have issued an action for the provider to take within the timescales set out. The provider will be able to give parents further information about this.

Actions needed by 11 September 2024:

- ensure that the safeguarding policy details clear procedures to be followed in the event of an allegation and that this is fully understood by staff.

On 8 September 2024, the provider responded to the action set. We found that the provider had revised their safeguarding policy and ensured that the changes were understood by staff. 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](#).