

Complaint about childcare provision

Ref: 2502052/5350242

Date: 23 February 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 <http://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 16 and 20 January 2023, we received two separate concerns that this provider was not meeting some of the requirements.

On 20 January 2023, the provider also notified us that they had failed follow their own safeguarding policies and procedures. The notification means that the provider met their legal responsibility as set out in the Statutory framework for the early years foundation stage to notify Ofsted of any significant events. The provider will be able to give further information about this.

On 21 February 2023, we carried out a regulatory telephone call. We found the provider had taken action to put this right. They have ensured that all staff now understand the policies and procedures to follow when they have a concern that a child may be at risk of harm. We are satisfied with the action taken.

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](#).