

## **Complaint about childcare provision**

Ref: EY357124/5879623

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 13 November 2024, we received concerns that the provider was not meeting requirements relating to safeguarding policies and procedures. The provider also notified us about this. 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 allegations.

On 28 November 2024, we carried out a regulatory visit. We found the provider was not meeting one 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 27 December 2024:

- improve staff's understanding of the action to take in the event of an allegation being made against a member of staff.

On 9 December 2024, the provider responded to the action set. We found that the provider had taken appropriate action to improve staff's knowledge and understanding of safeguarding matters relating to managing allegations. 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](#).