

## **Complaint about childcare provision**

Ref: 223230/5919397

Date: 24 February 2025

### **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](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 2 January 2025, we received concerns that the provider was not meeting requirements relating to Supporting and understanding children's behaviour and Information and record keeping.

On 11 February 2025, we carried out a regulatory visit. We found the provider was not meeting some of the requirements. We have served a welfare requirements notice. This is a legal notice that requires the provider to take the actions below within the timescales set out. The provider will be able to give parents further information about this.

Actions needed by 21 February 2025:

- ensure all individuals involved in the leadership and governance of the provision have submitted the relevant information to Ofsted in order that suitability checks can be carried out
- ensure the key person role is effective in practice, with regards to ensuring children's individual needs are met and building a strong relationship with parent
- ensure when a written complaint is received, that the person who made the complaint is notified of the outcome within 28 days and that a record of the outcome is maintained.

On 25 February 2025, we carried out a regulatory visit with the provider to monitor progress in meeting the actions raised. We found that the provider has improved their procedures for managing and responding to complaints. The key person system has been reviewed and improvements have been implemented to ensure the system supports children's individual needs and effective relationships are established with parents and carers. The provider has ensured that relevant information has been submitted to Ofsted to enable required suitability checks to be carried out.

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](#).