

Complaint about childcare provision

Ref: 2674829/5866401

Date: 17 January 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. If we find that a provider is not meeting the requirements, we can take action to ensure they put matters right.

On 14 October 2024, the provider notified us about a parental concern they had received, regarding concerns about children's safety and welfare, Supporting and understanding children's behaviour also information and record keeping.

On 19 December 2024, we carried out a regulatory visit to the setting. We found that the provider has policies and procedures in place to ensure staff have a clear understanding of the whistleblowing procedures. There is a written log of any complaints received, and leaders demonstrate a good understanding of how to respond to complaints. We also found that all staff members consistently follow the settings' supporting behaviour policy.

We found that the provider was not meeting some of the requirements and had taken action to put this right. Leaders and managers have reviewed and updated the reporting procedures if they have concerns about children's welfare. They have also updated their safeguarding policy to include measures to follow in the event of an unknown injury to a child. In addition, the safeguarding procedures have been discussed in detail with practitioners to ensure they are also aware of the actions to take in reporting concerns about children's welfare.

The provider will be able to give parents further information about this. 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](#).

