

Complaint about childcare provision

Ref: EY552336/5811636

Date: 20 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 24 August 2024, we received concerns that provider was not meeting requirements relating to safeguarding policies and procedures.

On 19 September 2024, we carried out a regulatory visit. We found that the provider had failed to follow their own safeguarding procedures. This is because they did not inform the local authority designated safeguarding officer when allegations had been raised against a member of staff. The provider had carried out an investigation and additional staff support, and monitoring has been put in place. In addition, we found the provider had failed to notify Ofsted of this significant event, which is a requirement of their registration. We are satisfied the provider is now meeting requirements. 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](#).