

Complaint about childcare provision

Ref: 2670851/5143155

Date: 1 August 2022

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 25 April 2022, we received concerns that the provider was not meeting some of these requirements.

On 7 July 2022, we carried out a regulatory telephone call. 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 action below within the timescales set out. The provider will be able to give parents further information about this.

Action needed by 12 August 2022:

- ensure that the designated lead safeguarding practitioner understands their responsibility of notifying the appropriate agencies of allegations made against a member of staff.

We monitored the response and found that the provider had improved their knowledge and understanding of their responsibility to notify the appropriate agencies of allegations made against a member of staff. All staff including the Designation Safeguarding Lead have been re-trained on reporting allegations and the nurseries whistleblowing policy.

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.