

Complaint about childcare provision

Ref: EY435284/5001055

Date: 7 January 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 21 December 2021, we received concerns that the provider was not meeting some of these requirements.

On 5 January 2022, we carried out a regulatory telephone call. We found the provider was not meeting one of the requirements. We have issued an action for the provider to take within the timescale set out. The provider will be able to give parents further information about this.

Actions needed by 4 February 2022:

- ensure that written procedures for dealing with concerns and complaints are followed at all times, including notifying complainants of the outcome of the investigation within the required timescales.

On 14 January 2022, the provider responded to the action set. We found that the provider had taken action to improve their complaints procedures.

We are satisfied the provider has now met the safeguarding and welfare action 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](#).