

Complaint about childcare provision

Ref: EY474738/4544071

Date: 14 September 2020

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 June 2020 we received information that raised concerns that the provider was not meeting some of the requirements. We worked in partnership with outside agencies. On 14 August 2020 we carried out a regulatory telephone call. We found that the provider has improved their knowledge and understanding of the procedures to follow in the event of an allegation and had taken appropriate steps, to minimise risks to children. 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 for five years commencing on the date we complete our investigation.

For further information about the complaints process please view the [Concerns and complaints about childminders and childcare providers leaflet](#).