

Complaint about childcare provision

Ref: EY442176/4585452

Date: 15 December 2020

Summary of outcome

All early years providers must meet the legal requirements in the [Statutory framework for the early years foundation stage](#). If we find that a provider is not meeting the requirements, we can take action to ensure they put matters right.

On 25 September 2020, we received concerns that the provider was not meeting some of these requirements.

On 5 October 2020, we carried out a regulatory visit. We found the provider had already taken action to put things right. The recruitment policy had been improved and the mobile phone policy had been shared with all staff. 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](#).